



PROCEDURE OVERVIEW

This procedure supports the Student Appeals Policy by identifying the formal requirements for submitting, screening, reviewing, and deciding student appeals. It establishes the roles, responsibilities, timelines, permitted grounds, student participation rights, impartiality requirements, records management expectations, and relationship to credit-granting institution processes. Operational steps, templates, tracking tools, file naming conventions, and detailed staff workflows are maintained separately in the Student Appeals Standard Operating Procedure.

ROLES AND RESPONSIBILITIES

Staff (All College employees)

- Support respectful, professional communication and help address student concerns at the lowest appropriate level where possible.
- Provide relevant information or documentation when requested as part of an appeal review, while maintaining confidentiality.

Instructor

- Participate in early resolution efforts where appropriate and provide relevant information, documentation, or context when requested.
- Implement appeal outcomes or remedies that fall within the instructor's area of responsibility.

Program Coordinator

- Support early resolution and provide relevant information to the appeal process when requested.
- Assist in identifying the appropriate process where a partner or credit-granting institution may have authority over the decision being appealed.
- Support implementation of approved appeal outcomes or remedies within the program area.

Student Services

- Assist students in understanding the Student Appeals Policy, this procedure, applicable timelines, permitted grounds, available supports, and required documentation.
- Serve as the appropriate intake designate for formal student appeal submissions under this procedure and confirm the submission date for timeline purposes.
- Forward appeal submissions to the Vice-President, Academics, or appropriate designate, for initial screening and process oversight.
- Provide intake, navigation, and communication support only; Student Services does not determine whether an appeal proceeds or decide the appeal outcome.

Out-of-Scope Members (e.g., Supervisor/Manager, Vice-President, Academics, President/Designate)

- Ensure appeals are managed fairly, consistently, confidentially, and in accordance with the Student Appeals Policy and this procedure.



- Screen appeals for completeness, timeliness, scope, and permitted grounds, and determine whether an appeal proceeds.
- Establish or support an impartial appeal review process, including management of actual, potential, or perceived conflicts of interest.
- Approve timeline extensions where additional time is required and ensure the student is notified in writing.
- Ensure written decisions include rationale, outcome, finality within Northlands College, and any available next steps.

Registrar's Office

- Update the student's official record where an appeal changes a grade, standing, progression, participation, or continuation in a program.
- Limit access to appeal records to individuals with a legitimate educational or administrative need to know.

Students

- Attempt to resolve concerns at the lowest appropriate level where possible.
- Submit appeals within required timelines and identify one or more permitted grounds for appeal.
- Provide accurate, complete, and relevant supporting documentation.
- Participate respectfully in the appeal process and respond to requests for information when required.
- Continue attending classes during the appeal process unless directed otherwise.

GROUNDINGS FOR APPEAL

A student may appeal a decision under the Student Appeals Policy where the decision affects the student's grade, progression, standing, participation, or continuation in a program.

- Appealable decisions may include, but are not limited to, written decisions made under the Student Code of Conduct (Policy 404), Student Attendance Policy (Policy 305), Student Fit for Learning (Policy 414), Program Exit (Policy 303), academic grades, academic progression, or student standing.
- Routine guidance, support measures, coaching, interventions, referrals, or accountability plan activities are not independently appealable unless they result in a decision that impacts the student's participation, progression, standing, or continuation in a program.
- Where another College policy, procedure, or external credit-granting institution establishes a specific appeal or review process, that process must be followed unless the applicable policy or procedure directs the matter to the Student Appeals Policy.
- Appeals must be based on one or more permitted grounds: procedural error, including a calculation or recording error where applicable; unfair or inequitable treatment; or new, relevant evidence that was not reasonably available at the time of the original decision and that could materially affect the outcome.



- A grade appeal is not a reassessment simply because a student is dissatisfied with a grade and must be supported by one or more of the permitted grounds.
- Where credit is granted by another institution, Northlands College will determine whether the College's appeal process, the credit-granting institution's process, or both apply.

PROCEDURE STEPS

1. **Early resolution:** Students are encouraged to resolve concerns at the lowest appropriate level where possible before submitting a formal appeal, provided doing so does not compromise fairness, safety, confidentiality, or required appeal timelines.
2. **Submitting an appeal:** For the purposes of this procedure, Student Services is the appropriate intake designate for formal appeal submissions. The student must submit a written appeal to Student Services within five (5) business days of receiving the written decision or documentation being appealed, unless exceptional circumstances justify a late appeal. The appeal must identify one or more permitted grounds and include relevant supporting documentation.
3. **Initial screening:** Student Services will acknowledge receipt of the appeal in writing within two (2) business days and refer the appeal to the Vice-President, Academics, or appropriate designate. The Vice-President, Academics, or designate, will determine whether the appeal is complete, within the required timeline, within scope of the Student Appeals Policy, and based on one or more permitted grounds. The Vice-President, Academics, or designate, may accept a late appeal where the student demonstrates exceptional circumstances that prevented submission within the required timeframe.
4. **Appeal committee and impartiality:** An appeal will be reviewed through an impartial process. Committee members or designates must not have been directly involved in the matter under appeal and must disclose any actual, potential, or perceived conflict of interest. Where a conflict exists, an appropriate impartial designate will be appointed.
5. **Review and student participation:** The student will be given a reasonable opportunity to provide relevant information and respond to information considered in the appeal, subject to privacy and confidentiality requirements. The student may bring a support person, provided the support person does not disrupt the process or act as a representative unless approved in advance.
6. **Decision and outcomes:** A written decision, including rationale, will be provided to the student and relevant College parties within five (5) business days of completion of the appeal review, unless an extension is approved. Possible outcomes may include upholding, varying, or overturning the original decision; referring the matter back for reconsideration; requiring a reassessment or alternate assessment; requiring a revised review process; or identifying another appropriate remedy.



7. **Timeline extensions:** If additional time is required, the Vice-President, Academics, or designate, may approve an extension. The student will be notified in writing of the reason for the extension and the expected decision date.
8. **Finality and no automatic stay:** The written decision will identify whether the decision is final within Northlands College or whether any further internal, external, or credit-granting institution process is available. Submitting an appeal does not automatically stay the original decision, requirement, attendance expectation, or program condition unless the Vice-President, Academics, or designate, determines otherwise.

BROKERED PROGRAM APPEALS

If an appeal involves a student enrolled in a Brokered Program (i.e., a program delivered in partnership with a Credit-Granting Institution), the Program Coordinator must consult the Credit-Granting Institution as early as possible. This consultation is intended to confirm the applicable appeal authority, policies, reporting requirements, processes, timelines, and next steps. Where the Credit-Granting Institution has authority over the decision being appealed, its policies and procedures take precedence.

RECORDS MANAGEMENT

Appeal documentation will be maintained in accordance with college records retention requirements, privacy legislation, and applicable institutional requirements.

Records will be stored securely, shared only with authorized individuals who require the information to perform their duties, and managed in accordance with college records management and privacy requirements.

AUTHORITY

Authority for application of this procedure is vested in the Office of the Vice President responsible for Academic Programs.

Policy Originated: April 20, 2024 Previously named Learner Appeal (413)	Approved by: Board of Governors
Procedure separated: June 2026	Procedure Approved By: President & CEO
Procedure Last Approval Date: June 13, 2026	
Accountable Officer: Vice-President responsible for Academic Programs	Responsible Officer: Program Coordinators and Out-of-Scope Administrators.