



# ACADEMIC GRIEVANCE POLICY

## 1. Policy

Hanson International Academy, hereinafter referred to as Hanson, strives to ensure that its academic decisions are fair and equitable for all students. Fundamental to this objective is the right to appeal academic decisions. Academic Grievance is the process that provides students with a formal and objective forum for voicing their differences and complaints in the interest of having Hanson modify its academic decisions other than the awarding of a grade for which the Grade Appeal Policy is to be used.

Students are encouraged to resolve differences on academic matters more informally through discussion with a number of resource people at Hanson. These include faculty, Students' Administrative Council, Academic Administrators, Academic (Associate) Directors and the Principal. The Academic Grievance Procedure is not to be considered as an appeals tribunal for other formal conflict resolution mechanisms such as the Grade Review Appeal or the Code of Conduct and Complaints Policy.

## 2. Membership of the Grievance Board

### 2.1. Membership of the Grievance Board will include the following:

- Two (2) students (complainant is entitled to forgo student representatives, at the sole discretion of the complainant)
- One (1) support staff (financial or IT department)
- One (1) faculty
- One (1) academic administrator
- One (1) non-academic administrator

### 2.2. The Academic (Associate) Director of Hanson will appoint a designated Grievance Board Chair. Given the importance of the recommendations from this committee, all members or their designates are to be present for meetings to proceed.

## 3. Procedure

- 3.1. A student alleging unfair or inequitable academic treatment should present his/her case, outside scheduled class time, to the program Academic (Associate) Director or designate within five (5) working days of the event in dispute.
- 3.2. Students are asked to use the [Incident Report Form](#) to explain their grievance.
- 3.3. The case should be well-documented, outlining the nature of the problem, the rationale for the disagreement, and the suggested resolution.
- 3.4. Usually, students will be expected to have tried to resolve their concerns informally prior to requesting a formal appeal. Upon receipt of a request for a formal appeal, the Academic (Associate) Director will immediately initiate the procedure by alerting the Principal (or Campus Director in B.C).
- 3.5. The Academic (Associate) Director will appoint the Grievance Board Chair and will ensure all informal channels have been exercised prior to initiating the formal process.



**Vancouver Campus**  
218-810 Quayside Dr.  
New Westminster, BC  
V3M 6B9 Canada

- 3.6.** The Grievance Board Chair will appoint and assemble all members of the Grievance Board.
- 3.7.** The complainant(s), the individual, or academic unit grieved against and any other concerned individuals will be invited to make presentations to the Grievance Board.
- 3.8.** The meeting of the Grievance Board will normally be held on camera unless a majority of the Board considers that it would be in the best interest of all concerned to hold an open meeting.
- 3.9.** Open meetings will require the consent of the complainant and the individual or academic unit being grieved.
- 3.10.** Individuals appearing before the Board may be accompanied by relevant individuals that can provide support in presenting their case.
- 3.11.** The Board will respond within ten (10) working days with a recommendation to the Principal (or Campus Director in B.C).
- 3.12.** The recommendation will include the reasons for the decision, the facts considered, and further action as necessary.
- 3.13.** The Principal (or Campus Director in B.C) will respond to the recommendations, and will be conveyed to the Grievance Board within five (5) working days.
- 3.14.** The Grievance Board will be responsible for communicating this information to all parties.