



Student Dispute Resolution and Grade Appeal Policy and Procedure

Policy:

Gibson's Barbershop and School provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair, reasonable and equitable manner. Students will not be subject to any form of retaliation as a result of filing a complaint.

The policy applies to all students who are currently enrolled or were enrolled one year prior to the submission of their concern to the Director of Education.

Procedure for Student Disputes:

1. All student complaints and communication must be made in writing. The student making the complaint may be represented by an agent or a lawyer.
2. The Administration will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five school days of receiving the student's written concern.

Following the meeting with the student, Director of education or educator assistant will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those enquiries may involve further discussion(s) with the student either individually or with appropriate personnel.

3. The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than 30 days after the date on which the complaint was made.
 - a. Upon finding that the student's concerns are not substantiated, the Institution will provide a written explanation of the decision and deny the complaint; or

- b. Upon finding that the student's concerns are substantiated in whole or in part, the Institution will propose a resolution.

The response must specify that the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the Institution's Student Conduct File, and the original will be placed in the student file.

The entire resolution process must be completed within 30 days of receiving the complaint in writing. At this point the Institution's dispute resolution process will be considered exhausted.

If the student is dissatisfied with the result and feels that he or she has been misled by the Institution, he or she may file a complaint with the Private Training Institutions Branch at www.privatetraininginstitutions.gov.bc.ca.

Procedure for Grade Appeal:

1. In the event that a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, he/she/they should discuss with his/her/them instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. In the event that the student is not satisfied with the outcome of his/her/them appeal to the instructor, he/she/they should submit a written appeal to the Senior Educational Instructor.
3. The Director of Education will obtain a copy of the assignment/test in question from the instructor and will have the instructor assistant re-assess the test.
4. In the event that the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained.
5. The grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within 30 school days of Gibson's Barbershop and School's receipt of the written appeal.