

AC204: Academic Appeals Procedures

Policy Title:	Academic Appeals Policy
Policy Number:	AC204
Owner:	Sr. Vice President Academic and Student Success
Approved by:	Senior Leadership Team
Effective Date:	September 2026
Reference:	
See also:	Academic Accommodations for Students with Disabilities Policy Academic Assessment Policy Academic Progression Policy Academic Integrity Policy Student Code of Conduct Student Complaint Policy

St. Lawrence College is committed to making our resources fully accessible to all persons. This document will be made available in alternative format upon request.

BACKGROUND

Definitions:

See a full list of definitions in Academic Appeals Policy.

Purpose:

The procedures outline the responsibilities of students, Faculty, and other Employees with respect to the steps that must be taken in an Academic Appeal.

PROCEDURES

1. Informal Resolution

- 1.1. Before submitting a Formal Academic Appeal, the student must first attempt to resolve their concerns directly with the Faculty or other Employee who made the relevant academic decision.
- 1.2. This step can only be taken after receiving official notice of the academic decision (i.e., the decision being posted to the LMS or otherwise communicated in writing to the student).
- 1.3. Students who wish to appeal academic decisions regarding clinical, co-op, or field placements (“Placement Decisions”) will skip the Informal Resolution and Formal Academic Appeal steps and automatically advance to the Appeal Review step (Section 3), due to the complexity of these matters and significant involvement of Deans in the original academic decision.
- 1.4. To initiate the Informal Resolution step, the student should contact the Faculty or other Employee who made the academic decision to discuss the matter and explore possible resolutions. These discussions can be completed in person, virtually, or through written communication.
- 1.5. The Faculty or other Employee who made the academic decision is responsible for communicating with the student regarding their concern. The Faculty or other Employee should seek to clarify the academic decision, consider the student’s concerns, and if appropriate, reconsider the academic decision.
- 1.6. Informal resolutions may include, but are not limited to:
 - 1.6.1. Correcting a calculation error; or
 - 1.6.2. Rectifying a procedural error.
- 1.7. If an informal resolution is reached, the process is complete. A student may not appeal the results of an informal resolution.
- 1.8. If no resolution can be reached at this step, the student may proceed with submitting a Formal Academic Appeal (per Section 2). Formal Academic Appeals must be submitted within 10 business days of the official notice of the relevant academic decision, or within 5 business days of the date final grades are due at the end of the academic term, whichever comes sooner.
- 1.9. If attempting the Informal Resolution step is not possible, the student is required to provide rationale for non-completion upon submitting the Formal Academic Appeal.

2. Formal Academic Appeal

- 2.1. The student has 10 business days from receiving official notice of an academic decision or 5 business days from the date final grades are due at the end of the academic term, whichever comes sooner, to submit a Formal Academic Appeal.
- 2.2. The student will complete the [Academic Appeal Form](#) and submit it according to the instructions provided on the Form.
- 2.3. The [Academic Appeal Form](#) will be reviewed by the Dean responsible for the Faculty or other Employee who made the academic decision. The Dean may choose a designate to avoid a conflict of interest or the reasonable perception of a conflict of interest. Any Dean may act as a designate of any other Dean.
- 2.4. As determined above, the relevant Dean, or designate, will hear the Formal Academic Appeal as the Assigned Dean.
- 2.5. The Assigned Dean will determine if the Formal Academic Appeal is eligible to proceed, using the criteria listed in Academic Appeals Policy Sections 3-6, within 2 business days of receiving the Appeal submission.
- 2.6. If the request for a Formal Academic Appeal is dismissed, the Assigned Dean will notify the student in writing that their request has been dismissed and include reasons for the dismissal.
- 2.7. If the request for a Formal Academic Appeal is accepted, the Assigned Dean will notify the student in writing that their submission has been accepted for review. Within 5 business days of the Formal Academic Appeal submission being accepted, the Assigned Dean will arrange to meet with the parties (i.e., the student and the Faculty or other Employee who made the academic decision) and others who can contribute information to assist in the resolution of the Appeal.
- 2.8. The Assigned Dean may meet with any party to the Formal Academic Appeal separately or as a group, to hear and discuss the Appeal.
- 2.9. The Assigned Dean will review all documentation submitted by the parties, as well as the program manual, policies, course outline, or any other relevant documents that will help inform their decision.
- 2.10. If after meeting with the parties, the Assigned Dean requires further information to make their decision, both parties must be given an opportunity to respond to any new information before a decision is made.

- 2.11. After reviewing the information and meeting with the parties, the Assigned Dean will make a decision on the balance of probabilities in accordance with Academic Appeals Policy Section 15.
- 2.12. Outcomes of a Formal Academic Appeal could include:
 - 2.12.1. Denying the Appeal and upholding the original academic decision;
 - 2.12.2. Granting the Appeal in part and modifying the original academic decision; or
 - 2.12.3. Granting the Appeal and overturning the original academic decision.
- 2.13. The Assigned Dean will notify the parties in writing of the decision, including reasons for the decision, within 3 business days of meeting with the parties.
- 2.14. If a Formal Academic Appeal is granted, the process is complete. A student cannot launch a second Appeal of the original decision, nor can they appeal the outcome of a reassessment or alternative assessment provided as part of an Appeal decision.

3. Appeal Review

- 3.1. The student has 5 business days to submit a request for an Appeal Review after receiving written notice of a Formal Academic Appeal decision, or after receiving written notice of a Placement Decision.
- 3.2. The student may only proceed to an Appeal Review on the grounds that there was a procedural error in an earlier step of the Academic Appeal process or in the Placement Decision.
- 3.3. The student will complete the [Appeal Review Form](#) and submit it according to the instructions provided on the Form.
- 3.4. The [Appeal Review Form](#) will be received by the Office of the Senior Vice President, Academic & Student Success. Upon receipt, the Office of the Senior Vice President, Academic & Student Success will assign a Dean as the Chair of the Appeal Review Panel. The Chair must be from a different academic school than the student.
- 3.5. The Chair will determine if the Appeal Review is eligible to proceed using the criteria listed in Academic Appeals Policy Sections 3-6, within 2 business days of the Appeal Review submission.
- 3.6. If the request for an Appeal Review is dismissed, the Chair will notify the student in writing that their request has been dismissed and include reasons for the dismissal.

- 3.7. If the request for an Appeal Review is accepted, the Chair will notify the student in writing that their submission has been accepted for review. The Chair will arrange for a hearing by an Appeal Review Panel.
- 3.8. In addition to the Chair, the Panel will include one representative from each of the following groups:
 - 3.8.1. A Faculty member (for Placement Decisions, the Faculty member will be a subject matter expert); and
 - 3.8.2. A student.
- 3.9. Panel members must not have been involved with any previous aspect of the student's Academic Appeal process or Placement Decision. Panel members should not be from the same academic school as either party, with the exception of a subject matter expert.
- 3.10. Both parties (e.g., the student and the Assigned Dean) will be provided with the names of the Panel members and be provided with an opportunity to express concerns about the impartiality of the Panel members. When a concern is substantiated, the named Panel member will be replaced.
- 3.11. For Placement Decisions, the role of Assigned Dean will be delegated to the Dean responsible for the Faculty or other Employee who made the Placement Decision.
- 3.12. Panel members and parties will be provided with the documentation associated with the Academic Appeal process (or Placement Decision) and the Appeal Review for review prior to the hearing.
- 3.13. The Panel members and the parties will meet to hear the Appeal Review within 10 business days of the Appeal Review submission being accepted.
- 3.14. In the hearing:
 - 3.14.1. The Chair will start the meeting and explain the process.
 - 3.14.2. The student will be given an opportunity to present their grounds for the Appeal Review and any supporting documentation.
 - 3.14.3. The Assigned Dean will be given an opportunity to present their response to the student's Appeal Review submission and any supporting documentation.
 - 3.14.4. The Panel will have an opportunity to ask questions of both parties and any witnesses.
 - 3.14.5. The Chair will end the hearing.

- 3.15. A hearing may take place in-person or virtually.
- 3.16. After the hearing, the Panel members will make a decision on the balance of probabilities in accordance with Academic Appeals Policy Section 15.
- 3.17. Outcomes of an Appeal Review could include:
- 3.17.1. Denying the Appeal Review and upholding the decision; or
 - 3.17.2. Granting the Appeal Review and sending the matter back to the Assigned Dean, or designate, with additional guidance to remedy the procedural errors identified.
- 3.18. The Chair will notify the parties in writing of the Appeal Review decision, including reasons for the decision, within 3 business days of the hearing.
- 3.19. The decision of the Appeal Review Panel is the final internal decision-making body for Academic Appeals. Decisions by the Panel are binding.

Process Step	Timeline	Responsible Party
Official Notice of Academic Decision	Starts the timeline	Faculty or Other Employee
Informal Resolution	Within 10 business days of Notice of Academic Decision	Student and Faculty/Other Employee
Formal Academic Appeal Submission	Within 10 business days of Notice of Academic Decision	Student
Review of Formal Academic Appeal Submission and Notification of Dismissal/Acceptance	Within 2 business days of Formal Academic Appeal Submission	Assigned Dean
Formal Academic Appeal Meeting(s)	Within 5 business days of Formal Academic Appeal submission being accepted	Assigned Dean
Formal Academic Appeal Decision	Within 3 business days of Formal Academic Appeal Meeting(s)	Assigned Dean

Appeal Review Submission	Within 5 business days of Formal Academic Appeal Decision or Placement Decision	Student
Review of Appeal Review Submission and Notification of Dismissal/Acceptance	Within 2 business days of Appeal Review Submission	Chair
Appeal Review Hearing	Within 10 business days of Acceptance of Appeal Review Submission	Chair
Appeal Review Decision	Within 3 business days of Appeal Review Hearing	Chair

MONITORING

Senior Vice-President Academic and Student Success