

Procedure Title:	Academic Appeals Operating Procedure
Procedure ID:	#OP 2-219
Manual Classification:	Academic Affairs
Linked to Policy:	Policy #2-219
Approved by Senior Management Team (SMT):	January 21, 2026
Effective Date:	January 22, 2026
Next Review Date:	January 2029
Contact for Procedure Interpretation:	Executive Vice President Academic Experience Office

1.0 – Purpose

The purpose of this procedure is to provide a reasonable, efficient, and effective process to facilitate the resolution of matters affecting a student's academic performance.

2.0 – Definitions and Acronyms

Terms not defined in the section are as defined in the linked policy:

Appeal to Faculty: A formal process to challenge or request reconsideration of an academic decision made by a faculty member at the course level.

Academic Issue Resolution: A process through which students and faculty/staff proactively communicate throughout a course regarding expectations and management of student issues and concerns.

Appeal Panel: A neutral forum where a student may present their appeal of an academic decision.

College Business Day: Any day that the College is open as indicated on the Academic calendar.

Panel Repeal: A formal review of the Appeal Panel proceedings due to non-compliance with this procedure.

3.0 – Guiding Principles

Resources and support contacts for students and staff are available on the Academic Appeals website, located on the MyCampus website under the resources tab. Utilization

of this procedure and involvement with any appeal process is in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA); Fleming College Policy 1-111 Access to Information and Protection of Privacy; and all related procedures.

4.0 – Scope

This policy applies to all current students, faculty, and staff of Fleming College. The office of the Executive Vice President Academic Experience is responsible for oversight and maintenance of this procedure, supporting resources, forms, quality assurance data processing and tracking, and training for appeal panel members.

Appeals of decisions related to Prior Learning Assessment and Recognition and Transfer Credit are not permitted under this procedure; these appeal processes can be found in the relevant procedures.

This procedure does not apply to decisions made by an external professional or certifying body or a registered college of practice.

5.0 – Academic Issue Resolution

- 5.1** An appeal may only be initiated following the release of a student's final grade. Students and faculty are encouraged to communicate throughout the semester on academic expectations and concerns. This dialogue promotes opportunities to validate concerns, maximize teachable moments, ensure accountability, and support personal growth.
- 5.2** Students must contact their faculty promptly if an issue arises which affects their academic studies. In most cases, clear and timely communication can prevent issues from escalating. A formal appeal should not be the first communication between a student and faculty member regarding an academic issue.
- 5.3** Maintaining a record of student and faculty interactions is encouraged by both the student and faculty for future reference and in the event of a formal appeal.
- 5.4** An issue brought forward by a student may involve or affect other students and staff at the College. These situations present the opportunity for Restorative Practices wherein respectful dialogue and exploration of various issues can occur. Consistent with a traditional Indigenous approach, Restorative Practices take into consideration:
 - a)** Relationships that have been damaged as a result of specific issues or an individual's actions; through Restorative Practice these connections can begin to be repaired.
 - b)** There can be a wide range of emotions and effects experienced by everyone involved. It is important to navigate Restorative Practices with

respect for all participants.

c) Fostering accountability in a non-punitive way and allowing closure for those negatively affected.

Resources on how to responsibly support Restorative Practices are available on the Academic Appeal website.

6.0 – Appeal to Faculty

6.1 Upon release of their final course grade, students can initiate a formal appeal of an academic decision by completing an Appeal to Faculty Form and submitting it within the allowable timeframe.

6.2 The allowable timeframe for an Appeal to Faculty is within ten (10) college business days following receipt of the final grade in a course, as released by the Registrar's Office.

6.3 In the event a student would like to appeal an academic integrity violation which has resulted in an immediate final grade of 0 in the course:

- a)** A formal Appeal to Faculty may be initiated at any time in the timeframe between the notification of the grade of 0 until (10) college business days following the standard grade release date for the course.
- b)** A student may choose to continue in the course until the appeal process is complete with the understanding that all work they submit will not count toward their final grade if their appeal is unsuccessful. The decision to continue the course during the appeal period is unique to each student.
- c)** Any financial impacts as a result of changes to enrolment in the course are the responsibility of the student to understand and fulfill.

6.4 Students must identify the specific academic decision they are appealing, along with the specific grounds for their appeal in their Appeal to Faculty form and must include clear, objective evidence that supports their statements.

6.5 The Academic Appeals website provides details and examples of appeal grounds. Appeal grounds include but are not limited to:

- a)** Personal bias/unfair treatment
- b)** Course Outline/Delivery Management
- c)** Extenuating circumstances

6.6 Students must submit their appeal with supporting documentation via the Appeal to Faculty form on the Academic Appeals website. All relevant supporting documentation must be provided at this stage in order to be considered throughout subsequent stages of the appeal process. Supporting documents must be specific to the identified grounds for appeal.

6.7 The faculty member will investigate the grounds of the appeal with the information available and may seek further clarification from persons relevant to the appeal. The faculty member will then provide their decision to the student using the Faculty Appeal Response/Decision Form on the Academic Appeals website within three (3) college business days of receiving the appeal documentation from the student. The faculty will include the rationale for their decision and any relevant documentation supporting their decision.

6.8 In the event a faculty member does not respond within three (3) college business days:

- a)** A system generated notification will automatically be sent to the applicable school office, the student, and the faculty based on the submission date/time of the original appeal.
- b)** The appeal will default to the applicable school office for the Chair to review and submit the Faculty Response/Decision form on behalf of the faculty member.
- c)** The Chair will have three (3) business days from the receipt of the system-generated notification to submit this form.

6.9 Any changes to the final grade will be communicated by the Faculty/Chair to the Records department via a grade change form within three (3) college business days of the appeal decision.

7.0 – Appeal to Panel Application

7.1 A student may appeal the decision provided in the Faculty Response/Decision form by submitting an Appeal to Panel Application on the Academic Appeals website.

7.2 A student must submit an Appeal to Panel application within three (3) college business days of receiving the Faculty Response/Decision form.

7.3 An Appeal to Panel application must include the original Appeal to Faculty form, supporting documentation submitted with the Appeal to Faculty, Appeal to Panel form. Where students have listed counselling or health services in their appeal and wish to include information related to their personal health, they are required to complete and include with their appeal application the Consent to Release Personal Health Information to Third Party Form. Please note that there is no requirement to share private health details in an appeal.

7.4 Incomplete applications will not be accepted and will not warrant an extension to the deadline.

7.5 Normally, no new supporting documentation that was not included in the Appeal to

Faculty will be admitted for consideration along with the Appeal to Panel.

- 7.6** The Appeal to Panel application will be reviewed by the Registrar or Delegate. The Registrar or Delegate may seek further clarification from parties relevant to the appeal.
- 7.7** A panel will be convened provided that the Registrar or Delegate determines that:
 - a)** The student has submitted the appeal and relevant documentation within the allowable timeframe.
 - b)** The Appeal to Panel includes valid grounds for appeal as defined in 6.5 above.
 - c)** The documentation submitted is complete and includes all necessary evidence to support the grounds for the appeal.
- 7.8** The Registrar or Delegate will submit their decision via the Academic Appeals website within three (3) college business days of receipt of the Appeal to Panel. The relevant school office will be automatically notified of this decision.
- 7.9** If the appeal application is approved to move to panel, the panel meeting will be scheduled by the school office within five (5) college business days of the decision communicated by the Registrar or Delegate. The Dean or Designate can extend the time limits in this procedure to ensure appropriate preparation time, if necessary.

8.0 – Appeal Panels

- 8.1** The Appeal Panel will provide the student with a forum to present their appeal of an academic decision. The Appeal Panel will consider the application of various policies at the College, School, Department and Program levels and other factors that have an impact on the decision being appealed.
- 8.2** The Appeal Panel will review the academic decision being challenged by the student, the grounds the student has included in their appeal, and hear all evidence relevant to the case. The Panel will investigate the student's appeal, reviewing their academic history, use of student services and other information as required.
 - a)** Academic history includes but is not limited to: admission and enrolment history, records of communication, student account history, academic integrity violations, and final grades.
 - b)** Use of Student Services may include but is not limited to: the use of Accessible Education Services, Career Services, Counselling, Health Services, Housing, Testing Centre, Tutoring Services, International Student Services, and Varsity Sports.

8.3 Appeal Panel Membership & Participants

- a)** A roster of panel members will be determined on an annual basis by the Office of the Executive Vice President Academic Experience (EVPAE), in collaboration with the academic schools, support staff managers, and administrators. Panel membership will be initiated through an expression of interest and training will be provided. The membership roster may include faculty, support staff, and administrators, and may be updated as needed.
- b)** Each Appeal Panel hearing must have in attendance a minimum of three (3) members, not including the Panel Chair, who is a non-voting member.
- c)** The Panel Chair of an appeal panel is filled by the Dean or designate.
- d)** The panel will be composed as follows:
 - At least one member of the appeal panel will be a faculty member of the College.
 - At least one member of the appeal panel will be a student representative appointed by the relevant student governing body (Student Administrative Council or Frost Student Association).
 - Additional members will be drawn from the roster determined by the EVPAE's office.
 - Rostered support staff members require approval from their manager to participate as panel members, subject to their availability.
 - Predetermined dates and times will be held in the schedules, when possible. Weekly commitment will vary.
- e)** The Panel Chair will facilitate and guide the appeal hearing. The primary responsibilities of the Panel Chair are to ensure that the proceedings are followed, that the tone and discussion in the room is respectful of the rights of all persons involved, and that panel members are fully informed of applicable policies. The Panel Chair, with input from the panel members, will also be responsible for obtaining any additional information that the panel determines to be relevant to the process.
- f)** Students may seek guidance and support in preparation for their appeal hearing from Student Government (Student Administrative Council & Frost Student Association), Counseling, Mentoring, Student Success Advisors, and other student service areas, as needed.
- g)** The Appeal Panel, through the Panel Chair, may call upon expert resources prior to and during the panel meeting. Expert resources include, but are not limited to: counsellors, tutoring services staff, program coordinators, the Registrar's Office, and discipline experts.
- h)** The Panel Chair is responsible for delegating secretarial support to an appropriate staff member.

- 8.4** No member of an Appeal Panel is to have had any prior involvement with the case. Any involvement will constitute a conflict of interest and must be declared

to the Panel Chair as soon as possible. If, in the opinion of the Panel Chair, a conflict of interest is present, the member will be replaced.

8.5 Appeal Panel Order of Proceedings

- a) A pre-appeal meeting will be held where the Panel Chair and Panel members will review the procedure and any documentation presented by the student and faculty member.
- b) An introduction of attendees and opening remarks of the Panel Chair to explain the procedure will occur. The Panel Chair will emphasize that all information presented at the appeal panel hearing is confidential.
- c) Students are to join the Appeal Panel at the time specified in the communicated agenda, prepared with supporting information and any statements they would like to present. Students may choose to have a passive support person attend the panel hearing with them. Faculty attending the hearing will receive the same opportunity and expectation of preparedness.
- d) The Panel Chair will ask the student and the faculty to present their evidence and any statements in the following order. The order can be amended if the Panel Chair determines that such amendment(s) will not prejudice the student or the faculty member.
 - The student will be invited to present their case.
 - Panel members will be invited to ask questions of the student.
 - The student will be asked if they have any additional questions or comments before being asked to leave the meeting.
 - The faculty member will enter the meeting and present their case (if they have indicated they wish to do so in advance).
 - Panel members will be invited to ask questions of the faculty.
 - The faculty member will be asked if they have any additional questions or comments before being asked to leave the meeting.
 - Other individuals with information relevant to the appeal, if required, will be called upon to present information relevant to the hearing.
 - Panel members will be invited to ask questions and seek clarification as needed.
 - If follow-up questions arise from such additional consultation, the faculty or student may be asked to re-join the meeting.
 - Panel members will deliberate on the appropriateness of the original grade or academic decision and vote on a final decision. The Appeal Panel is authorized to uphold, modify, or reverse the academic decision being appealed. The Panel Chair will not vote on the final decision.
 - If the panel requires a follow-up meeting to review additional information prior to rendering a final decision, this will occur within the five (5) college business day period allowable for the decision to be finalized and communicated.

8.6 The student(s), faculty member(s), Program Coordinator, and Registrar's Office

will be notified in writing of the results of the Appeal Panel by the Dean or Designate within three (3) college business days of the panel hearing. Any changes to the final grade will be communicated to the Records department via a grade change form within three (3) college business days of the appeal decision.

9.0 – Panel Repeal Application

- 9.1** If a student perceives that a significant procedural error occurred during the formal appeal to panel which affected the decision of the panel, they may apply for a Panel Repeal within three (3) college business days of receiving the Appeal Panel's decision.
- 9.2** The Panel Repeal Application must clearly identify the procedural error that occurred at the Appeal to Panel and how this error significantly affected the decision of the panel.
- 9.3** The Panel Repeal Application must include the original Appeal to Faculty form, Faculty Response & Decision Form, Appeal to Panel form, Appeal to Panel decision letter, and all relevant supporting documentation.
- 9.4** The student must submit their Panel Repeal Application package to the Operations Officer, Office of the Executive Vice President Academic Experience.
- 9.5** Following receipt of the Panel Repeal Application package from the student, the Operations Officer will acknowledge the submission and process it in queue for consideration by the Executive Vice President Academic Experience or Designate.
- 9.6** The Executive Vice President Academic Experience or Designate will respond either approving or denying the Panel Repeal Application to be heard by a new panel, within three (3) college business days.
- 9.7** If the Panel Repeal Application moves forward, a new panel meeting with new panel members will be scheduled within five (5) college business days, **following the steps in section 8.0 of this procedure**. The Executive Vice President Academic Experience or Designate will serve as Panel Chair. The Executive Vice President Academic Experience or Designate can extend the time limits in this procedure to ensure appropriate preparation time, if necessary.
- 9.8** The decision of the Repeal Panel is final and binding.
- 9.9** The student(s), faculty member(s), Program Coordinator, and Registrar's Office will be notified in writing of the results of the Repeal Panel by the Executive Vice President Academic Experience or Designate within (3) college business days. of the Panel decision or denial of a Panel Repeal application.

10.0 Student progression - Communication & Record Maintenance

10.1 Any change to the student's grade as a result of an appeal is communicated via a grade change form sent to the records office by the Chair of the Appeal Panel within three (3) college business days of the appeal decision.

10.2 If an appeal concerns a pre/co-requisite course grade which impedes student progress into subsequent semester courses:

- a)** The student will not be enrolled in the applicable next semester courses automatically:
 - If any level of an appeal results in a grade change that meets the post-requisite course requirements, the grade change form and notification to the Registrar's office of the re-enrolment is the responsibility of the Faculty or Panel Chair, depending on the level of appeal.
- b)** If an appeal panel timeframe overlaps with the start of the subsequent semester:
 - While the appeal is ongoing and the appeal results are pending, the student may be enrolled in the post-requisite course(s) at the discretion of the Dean.
 - Notification to the Registrar's office of this temporary exception must occur as soon as possible if the appeal process is expected to overlap with the semester start.
 - Any financial impacts as a result of changes to enrolment are the responsibility of the student to understand and fulfill.

11.0 Collection of information & disclosure, and Additional considerations

11.1 Data may be collected during the appeal process for Quality Assurance purposes. Any information collected during an appeal is done so under the legal authority of subsection 8(2) of Ontario Regulation 34/03 made under the Ontario Colleges of Applied Arts and Technology Act, 2002. The information obtained will be used strictly for the purposes of research and/or academic planning. At all times, personal information will be processed and protected in accordance with the privacy safeguards set out in the Freedom of Information and Protection of Privacy Act. Questions about the information collected may be directed to the Privacy and Policy Officer.

11.2 If a potential appeal issue is related to a student's accommodations, these should first be directed through Accessible Education Services, prior to an academic appeal.

11.3 Accessible Education Services support and accommodations during an appeal to panel hearing are available, please contact AES for arrangements.

12.0 – Related Documents

- College Policy # 1-110, Honouring the Rights of Indigenous Peoples
- College Policy # 2-219, Academic Appeals
- College Policy # 2-201A, Academic Integrity
- College Policy # 3-341, Accessibility for Persons with Disabilities
- College Policy # 1-111, Access to Information and Protection of Privacy
- College Policy # 2-201C, Grading and Academic Standing
- College Policy # 3-311, Harassment and Discrimination Prevention and Response
- College Policy # 1-112, Information Practices Related to Personal Health Information
- College Policy # 2-210, Recognition of Prior Learning
- College Policy # 2-201B, Registration and Withdrawal
- College Policy # 3-343, Sexual Violence Prevention
- College Policy # 5-506, Student Rights & Responsibilities
- Freedom of Information and Protection of Privacy Act
- Personal Health Information Protection Act

13.0 – History of Amendments & Reviews

Date Approved	Approved By	List of Approved Amendments / Review
September 2015		Originally approved
August 2017		Revised and updated
March 2023		Revised and updated
January 21, 2026	SMT	Updates and revisions.