



Title: Grade Appeal Policy

Policy #: OCOT-GAP

Effective date: May 1, 2023

Approved by: Program Director

Last Revision: January 1st, 2026

Next Review: January 1st, 2027

1. Purpose and Scope

This policy establishes a fair and transparent process for students to appeal a grade they believe was assigned in error.

This policy applies to:

- All students enrolled in programs administered by the institution.
- All course instructors and staff involved in grading and grade review.

2. Appeal Grounds

Students may appeal a grade if they can demonstrate one or more of the following:

- Mathematical or clerical error in grading
- Deviation from published grading criteria
- Arbitrary or capricious assessment
- Prejudice or bias

Disagreement with a grading decision alone does not constitute sufficient grounds for appeal.

3. Appeal Procedure

3.1 Step 1 — Informal Resolution

Students must first contact their instructor directly, in person or in writing, within five (5) business days of grade release. Most concerns are expected to be resolved at this stage.

3.2 Step 2 — Formal Appeal

If the concern is not resolved informally, the student must submit a written appeal (Grade Appeal Form, Appendix A) within ten (10) business days of the informal resolution.

The appeal must be submitted to the Program Coordinator, who will:

- Log and process the appeal
- Forward the appeal and supporting documentation to the Program Director for academic review

The Program Director will review the appeal and issue a decision within 5 business days.



3.3 Step 3 — Final Decision

If the student disagrees with the Program Director's decision, the student may submit a written request for final review to the Principal within 5 business days of receiving the decision.

The Principal will issue a final decision within five (5) business days of receiving the request. This decision is final.

4. Roles and Responsibilities

- Instructor: First point of contact for informal resolution.
- Program Coordinator: Receives, logs, and coordinates formal appeals; tracks timelines; does not make academic decisions on the appeal.
- Program Director: Conducts academic review of formal appeals and issues a decision.
- Principal: Reviews final appeals and issues the binding final decision.

5. Outcome Communication

All decisions will be communicated to the student in writing (email or official letter) and will include a detailed rationale for the outcome.

6. Student Awareness

This policy is communicated to students through:

- Orientation Session: mandatory policy briefing
- Student Handbook

7. Compliance

Failure to comply with the appeal timelines outlined in this policy may result in forfeiture of the right to appeal at that stage.

8. Policy Review and Maintenance

This policy will be reviewed annually, or sooner if regulatory changes or institutional needs require it.

Any amendments will be communicated to all students and staff prior to taking effect.

The most current version of this policy supersedes all previous versions.