



Shinede College Inc Grade Appeal Policy

Shinede College Inc

Name of Institution

4735

Institution Number

Grade Appeal Policy

Name of Policy

Nov 1, 2022

Effective Date

October 15, 2022

Revision Date

Grade Appeal Policy

Grade Appeal Policy applies to all the Shinede College Inc students currently enrolled or were enrolled 30 days prior to the submitting their concern in writing to the SEA of the college.

The process by which a student may appeal a grade received in a course at the Shinede College Inc is as follows:

- **Step 1:** Initially, the student should address the concern regarding grades with his/her instructor directly. If the student is not satisfied with the outcome at this level, he/she should submit his/her concern in writing addressed to the SEA and deliver at the front desk of the college.
- **Step 2:** The SEA will discuss that concern with the student to find out possible solution as soon as possible. This process should not take more than five business days after receiving the student's written concern.
- **Step 3:** If needed, the necessary enquiries will be completed by the SEA and a written response will be provided to all the parties involved as soon as possible but no later than ten business days following the receipt of the student's written concerns. The possible outcome can be:
 - a. If concerns are not substantiated, the college will deny complaint and will provide a written explanation; or
 - b. If concerns are substantiated, whole or in-part, the college will propose a resolution.



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- c. One copy of the decision and all supporting materials will be given to the student, one copy will be placed in the college's Grade Appeals File, and the original will be placed in the respective Student File.
 - d. At this point the college's grade appeal process will be considered exhausted.
- **Step 4:** This step will be taken if the student is not satisfied with the determination of the SEA. The student must appeal to the Campus Director in writing within five business days of being informed of the determination.
 - **Step 5:** The Campus Director will review the matter and if needed, he will meet the student and related parties as soon as possible but within five business days of receipt of the student's appeal.
 - **Step 6:** The original decision will either be confirmed or varied by the Campus Director in writing within five business days after meeting the student and related party. A copy of the decision and all supporting materials will be given to the student, one copy will be placed in the college's Grade Appeals File, and the original will be placed in the respective Student File.
 - At this point the college's grade appeal process will be considered exhausted.
 - In case SEA is on vacations or not available, or SEA and Campus Director is same person, mater will be taken up by the CEO and will exhaust at CEO level.
