

Final Grade Reconsideration and Appeal Guidelines for Instructors

In the Faculty of Health Sciences, instructors are expected to apply final grades in a fair and consistent manner, and in line with University and FHS policies. Occasionally, errors in grading can occur and if a student has evidence that a grading error has occurred, they may request a reconsideration of their final grade. Grade reconsiderations are not considered on the basis of dissatisfaction with the grade or the student's desire for a higher grade. Grade reconsiderations are governed by [Policy T20.01: Grading and Reconsideration of Grades](#). Please ensure you are familiar with this policy and the following guidelines if you receive a grade reconsideration request.

The student will contact you to request a reconsideration of their grade

- If the student has concerns about their grade, they must first contact you (their instructor), normally within 10 days of the release of the final grade. They must provide a clear, written outline of the basis of their request for reconsideration, and submit all relevant documentation in their possession.
- If not already available to them, they may request relevant information from you to help them understand their grade such as the exact calculation of their final grade or any graded assignments or exams that have not been returned to them.
- You must normally respond to the student within 10 days of receiving their request to acknowledge receipt and provide a date by which a decision will be made on their request. The date for a decision must be reasonable and not cause undue hardship for the student; 20 days from receipt of the request is recommended. The reconsideration of a grade may result in the grade being raised, lowered, or remaining unchanged.

If a student wishes to challenge the outcome of the request for reconsideration of their grade, they may do so following the process outlined below.

The student will submit a grade appeal to the relevant Program Director (i.e., Director, Undergraduate Programs, Director, Professional Programs & Accreditation, Director, MSc & PhD Programs)

- A grade appeal will only be initiated after the student has contacted you (their instructor) **and** they have either not received a response within 10 days *or* they have received a response that does not appropriately address their concerns.
- In order to challenge the outcome, the student must be able to demonstrate you acted unfairly or unreasonably in considering their request and/or demonstrate that information that ought to be considered was not considered in reaching a decision on their request. They will contact the relevant Program Director, normally within 60 days of the release of the final grade. They must provide a clear, written outline of the basis of their appeal and submit all relevant documentation in their possession, including any documentation submitted to you with the request for reconsideration and your response if they received one.
- Students can normally expect a response from the Program Director within 10 days of receiving their appeal which will include a timeline for the review of and a decision on their appeal. The date for a decision must be reasonable and not cause undue hardship for the student; 20 days from receipt of the request is recommended. The Program Director shall first seek to resolve the concern through consultation with you and the student. If the matter cannot be resolved after the student has demonstrated unfair or unreasonable consideration and/or information that

ought to be considered was not considered, the Director will take steps to resolve the grade appeal. As indicated in the policy, a variety of actions can be taken including re-grading the course without an exam/assignment grade, arranging for an appropriately qualified person or persons to reevaluate the student's work, or other necessary steps.

If the student is concerned their grade appeal has been inappropriately addressed, they may convey their concern to the Dean's Office. The Associate Dean, Education may be appointed to adjudicate grade appeals at the Dean's discretion. The Dean or ADE will review all relevant communication and documentation from the student, yourself, and the relevant Program Director and:

- Where no new evidence has been presented and judicious and proper procedures have been followed throughout, will confirm the grade awarded;
- Where significant evidence appears not to have been appropriately considered, will refer the request back to you or the Program Director. If this occurs, the Dean or ADE will communicate the expectation for a different decision or consideration to be made, such as a grade change or having the work reevaluated and, in certain circumstances, may arrange for such work to be completed.

The decision of the Dean shall be final, subject only to an appeal to Senate.

Resources:

[Policy T20.01: Grading and Reconsideration of Grades](#)

[Office of the Ombudsperson: Faculty guide to appeals](#)

[FHS Undergraduate and Graduate Student Grading Guidelines](#)

[FHS Final Grade Reconsideration and Appeal Guidelines for Students](#)