

Appeal of Final Grade

Number:	2.2.3
Responsible Executive:	President
Approval Authority:	Academic Council
Effective Date:	September 1, 2026
Next Review Date:	August 31, 2031
Revised Date:	
Category:	Academic

PURPOSE

Coquitlam College (the College) recognizes that a student may believe that a final grade is incorrect or unfair. This policy sets out a clear and fair process for reviewing final grades and supports consistent decision-making in accordance with approved academic standards.

SCOPE

This policy applies to all students and to concerns about how a final grade was determined.

This policy does not apply to concerns related to:

- course content, curriculum design, or learning materials;
- physical environment and facilities;
- the general professional competence of Instructors; or
- suspected or confirmed academic misconduct.

These matters are addressed through other applicable College policies and procedures.

POLICY STATEMENTS

1. The College is committed to fair, consistent, and transparent assessment practices and to respectful communication between students and Instructors regarding grading and academic evaluation.
2. Instructors and staff are responsible for making and communicating academic decisions in a fair and impartial manner, based on approved assessment criteria and the information available.
3. Final grade appeals are reviewed through a structured process that supports clear, reasoned, and well-documented outcomes.
4. The review process recognizes and respects academic judgement and disciplinary expertise, and does not re-assess academic judgement except where necessary to determine whether the final grade was assigned fairly and consistently.
5. All matters related to a final grade appeal are treated as confidential. Information is shared only on a need-to-know basis to protect student privacy and support fair and impartial decision-making.
6. Students are responsible for reviewing their grades, understanding course requirements, and raising concerns in a timely manner in accordance with this policy.

PROCEDURES**General**

7. Students are encouraged to seek guidance from Academic Advising if they have questions, concerns, or are unsure how to proceed. Academic Advising provides support to help students understand their options and navigate the process.
8. A final grade appeal may relate to one or more assessment components or to specific academic circumstances; however, in reviewing the appeal, the Chief Academic Officer (CAO) may consider all relevant assessment and grading decisions within the course to determine whether the final grade was assigned fairly and in accordance with approved criteria.
9. A final grade appeal initiates a review to determine whether the final grade was determined fairly, consistently, and in accordance with approved assessment criteria as set out in the course outline.
10. A final grade appeal may result in a final grade that is higher, lower, or unchanged from the original grade.
11. Each final grade under appeal requires a separate Final Grade Appeal Form and the applicable appeal fee. Information about appeal fees is available on the College website or through the Office of the Registrar.
12. A student may file a final grade appeal where:
 - a. a resolution is not reached with the Instructor;
 - b. the student is unable to contact the Instructor within a reasonable timeframe;
 - c. the student has made reasonable attempts to raise the concern but has been unable to resolve it; or
 - d. the student has reasonable grounds for not raising the concern directly with the Instructor.

Before Submitting a Final Grade Appeal

13. Instructors are expected to respond to student inquiries about grades in a timely and professional manner and may review and clarify grading decisions, but are not required to change a grade unless an error or inconsistency is identified.
14. Students are encouraged to attempt to resolve concerns about a final grade through discussion with the Instructor and, where appropriate, the Department Head.
15. Where a concern is not resolved through discussion, the student may proceed to submit a final grade appeal.
16. Where multiple students share similar concerns about grading in a course, they may seek guidance collectively through the Office of the Registrar; however, final grade appeals must be submitted individually.
17. Students are expected to communicate respectfully with Instructors at all times. Students who repeatedly or inappropriately attempt to persuade an Instructor to change a final grade may be subject to consequences under other applicable College policies. Where a student believes a final grade was not determined fairly or in accordance with the approved assessment criteria, they may proceed to submit a final grade appeal through Step One below.

Step One: Final Grade Review

18. The student must submit a Final Grade Appeal Form (Form) to the Office of the Registrar no later

than five (5) business days from the date the final grade is posted. Extensions to submission timelines may be granted in exceptional circumstances at the discretion of the Registrar.

19. Grounds for a Final Grade Review are limited to one or more of the following:
 - a. the final grade did not include all completed and submitted work;
 - b. an error was made in calculating the final grade; or
 - c. the approved assessment criteria were not applied fairly, reasonably, or consistently.
20. The Registrar will review the Form to confirm that it is complete and that it meets the stated grounds for Final Grade Review. Incomplete forms will be returned to the student with a specified deadline for resubmission. Forms not completed by the deadline will be deemed void.
21. Once the Form is confirmed complete, the Registrar will forward the appeal materials to the CAO, who will notify the student, Instructor, and Department Head that the appeal has been accepted for review.
22. The CAO will conduct a review based on the materials provided and may request additional information or meet with the student, Instructor, or other persons with knowledge of the circumstances, where necessary. The CAO will establish a reasonable timeframe for the submission of additional information or participation in the review. Where a person does not respond within the requested timeframe or declines to participate, the CAO will make a decision based on the information available.
23. The CAO will determine the appropriate resolution, which may include:
 - a. confirmation of the original grade;
 - b. correction of an administrative or calculation error; or
 - c. direction for re-marking of assessment work directly related to the grounds for appeal.
24. The CAO will normally provide a written decision to the student within ten (10) business days of receiving the information reasonably required to complete the review. The written decision will identify the outcome of the review and the reasons for the decision.
25. The Instructor and Department Head will be notified of the outcome of the review and any resulting change to the final grade, where applicable.
26. Where a decision results in a change to the final grade, the CAO will submit the approved grade change to the Registrar for processing and record keeping.

Re-marking of Assessment Work

27. Where re-marking is directed by the CAO, assessment work directly related to the grounds for appeal will be reviewed using the approved assessment criteria for the course.
28. Re-marking will be conducted by an independent reviewer selected by the CAO, in consultation with the Department Head. The reviewer will be an Instructor from the same or a related discipline who has had no prior involvement with the student or the course.
29. Assessment materials will be provided to the reviewer and anonymized where feasible. The reviewer may request access to additional relevant materials as needed to complete the review.
30. The reviewer will submit the re-marked work, with reasons, to the CAO within a specified timeframe.

Step Two: Review by the President

31. A student may appeal a Step One decision on one or both of the following grounds:

- a. the process was not properly followed, which may have affected the outcome;
 - b. there is new information that was not reasonably available at the time of the decision and that could affect the outcome; or
 - c. the outcome was unreasonable in the circumstances.
32. The student must submit a written request, the applicable appeal fee, and any supporting documentation to the Registrar within five (5) business days of receiving the Step One decision.
33. The Registrar will review the submission to confirm that it is complete and meets the stated grounds. Requests that do not meet these grounds may be declined and will not proceed to review by the President.
34. The President will review the written record and may request additional information or meet with the student, Instructor, Department Head, or other persons with knowledge of the circumstances.
35. The President will provide a written decision, including reasons, to the student. A copy will be provided to the Registrar. The Instructor and Department Head will be notified of the outcome of the appeal and any resulting change to the final grade, where applicable
36. Where a decision results in a change to the final grade, the President will submit the approved grade change to the Registrar for processing and record keeping.
37. The President's decision is final and not subject to further appeal.

Records

38. The Registrar is responsible for maintaining records related to final grade appeals, including submissions, supporting documentation, decisions, and any resulting grade changes, in accordance with the College's records management and privacy policies.

DEFINITIONS

Assessment Work: Any work completed for academic credit or evaluation within a course.

Final Grade: A letter, designation, or percentage representing a student's overall achievement in a course, based on all assessed work and determined in accordance with approved assessment criteria.

Student: A person who has applied to the College and has been issued a student number.

Student File: The official record of a student's academic and enrolment history maintained by the College.

RELATED RESOURCES

- Final Grade Appeal Form
- Curriculum Development, Alignment, and Approval Policy 2.4.1
- Personal Information and Protection of Privacy Policy 1.2.1
- Prevention of Bullying and Harassment Policy 3.1.4
- Procedural Fairness and Appeals for Students Policy 3.1.3
- Student Complaints and Dispute Resolution Policy 1.4.2
- Student Non-Academic Conduct Policy 2.2.2