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Office of Accountability:	Associate Dean (Academic), ALES
Office(s) of Administrative Responsibility	ALES Office of the Dean, Student Services
Approver:	ALES Faculty Council
Scope:	Undergraduate Student Academic Appeal Procedures – Student Grievance about Instructor Performance or Conduct in Faculty Courses

If an ALES undergraduate student believes that an instructor has acted inappropriately or has carried out teaching responsibilities in an inappropriate, unacceptable or unprofessional manner, the student may appeal to have the instructor’s performance assessed.

If the concern is due to inappropriate instructor behaviour that is of a threatening, discriminatory or sexual nature, students should directly contact the Office of the Dean of Students (5-02 SUB, 780-492-4145, <https://www.deanofstudents.ualberta.ca/>).

If students have concerns about their instructor, they should address these concerns to the instructor as early in the term as possible to avoid the need for a formal grievance/appeal.¹ Ideally this will involve meeting with the instructor to discuss the concerns. The instructor will either a) strive to work out a resolution with the student, or b) decide no further action is required on their part and provide an explanation to the student as to why this is the case.

If the student and instructor cannot resolve the issue informally, the student can choose to launch a formal grievance.

Throughout the consultation/appeal/grievance processes outlined in this document, students can also seek assistance and advice through the Office of the Student Ombuds (2-702 SUB, 780-492-4689) or the Office of the Dean of Students (5-02 SUB, 780-492-4145).

Grievance Process

Informing the Instructor

The first step in the grievance process is for the student to inform the instructor that a formal grievance will be initiated.

¹ If the student has specific reservations or concerns about approaching the instructor as outlined in this document, the student may discuss the matter with the Associate Dean (Academic) first to obtain advice.

Meeting with the Department Chair

If the student is not satisfied with the outcome from discussions with the instructor, and wants to pursue the grievance, they should meet with the Chair of the Department in which the course is offered to explain the nature of their concerns and the desired outcome. The Department Chair will take whatever action is needed, or will provide the student with an explanation for upholding the instructor's position.

Appeals to the Associate Dean (Academic)

If the student is not satisfied with the outcome of the grievance process (i.e., the response from the Department Chair) and wants to pursue further appeal, the student must submit an appeal in writing to the Associate Dean (Academic), following the procedures outlined below.

Communication

Effective delivery of appeal-related materials is governed by [GFC Policy Section 1.5.3 \(Service and Notice\)](#). Delivery is deemed to have been effected with one of the following:

- The day after an e-mail has been sent
- On the date of pick-up
- Personal receipt of hand or courier delivery
- Seven calendar days following regular or registered mailing

All written communication will normally be via email, although students have the option of communicating in person or by mail as well.. All email communication will be sent to the student's ualberta.ca e-mail account. Email communication from the student must also come from their ualberta.ca account.

Appeal Content

The written appeal document submitted by the student should provide a clear explanation of the situation. It must include the following information and documentation:

- Student name and University of Alberta identification number
- Student contact information (telephone number, mailing address and email address)
- Relevant information or details about the student's grievance, as well as an explanation of the process followed by the student up to that point in time
- A statement of what the student is requesting in terms of an outcome from / resolution of the grievance
- Supporting documentation (where relevant)
- Signature of the student (in the case of hard copy submissions)

Questions about the appeal process and relevant Faculty and university regulations should be directed to the ALES Student Services Office, at 780-492-4933 or questions@ales.ualberta.ca.

Appeal Process and Outcome

The Associate Dean (Academic) will normally meet with the student to discuss the appeal. The Associate Dean (Academic) will first confirm that the student has followed the process of first talking to the instructor and Department Chair.

- If the process has not been followed, the Associate Dean (Academic) will determine why it has not been followed and will advise the student on the process or take other appropriate action.
- If the process has been followed, the Associate Dean (Academic) will hear the appeal.

Following the meeting with the student, the Associate Dean (Academic) may choose to discuss the original grievance with the instructor and/or Department Chair. The Associate Dean (Academic) will then normally provide a written decision within 14 calendar days of receiving the appeal. The written decision will include a statement of the action (if any) to be taken to resolve the student's grievance. The decision will be communicated to the student, course instructor and Department Chair.

Correspondence regarding the appeal and written notification of the outcome will normally be sent electronically to the student's ualberta.ca e-mail account.

Further Appeal if Initial Appeal is Denied

If the grievance is not satisfactorily resolved through the grievance and appeal procedures outlined in this document (i.e., within the Faculty), the student can make a written complaint to the Provost within six months of the alleged instructor conduct becoming known. The Student Ombuds (2-702 SUB, 780-492-4689) or the Office of the Dean of Students (5-02 SUB, 780-492-4145) should normally be consulted prior to this step. In these cases, the Provost determines whether to authorize an investigation under Article 16 of the Academic Faculty Agreement.