

5.8.1 (a) – Student Dispute Resolution Procedure

Section:	Academic	Approved:	August 1, 2023
Subject:	Student Dispute Resolution	Reviewed:	September 1, 2025
Procedure:	5.8.1 (a)	Revised:	September 1, 2025
Procedure Owner:	Directors – Academic	Next Review:	September 1, 2026
Approval Authority:	President and CEO		

Procedure

Dispute Resolution: Academic and Non-Academic

To ensure fair treatment at Carlton Trail College, the Dispute Resolution process details the course of action to be followed by any student with a concern over an academic or non-academic disciplinary action, including program discontinuation. Students may make an appointment to meet with the student advisor to support them through the process.

Step 1: Informal Resolution

Discuss the issue directly with the instructor or staff member involved. Many concerns can be resolved at this stage. If not, proceed to Step 2.

Step 2: Submit a Written Appeal

If the issue is not resolved, discuss it with program staff and submit a written appeal within 14 calendar days of receiving the warning or disciplinary action. The appeal must be signed and submitted to the Program Manager.

Step 3: Program Manager Review

The Program Manager will review and investigate the appeal within 10 calendar days and provide a written decision.

Step 4: Appeal to Director

If you are not satisfied with the decision, you may appeal in writing to the Business and Skills Training Director within 14 calendar days of receiving the Program Manager's decision. The Director will respond within 10 calendar days and notify you and the College President and CEO.

Step 5: Final Appeal

If the concern remains unresolved, you may request a meeting with the President and CEO. If the President and CEO does not support the appeal, you may then request to present your case to the Board of Directors and the President and CEO at an in-camera session during a regular Board meeting.

You may withdraw your appeal at any point in the process.

Links to Other Related Documents

Carlton Trail College

[6.16 Student Code of Conduct \(Academic\)](#)

[6.17 Student Code of Conduct \(Non-Academic\)](#)

Saskatchewan Polytechnic

<http://saskpolytech.ca/about/aboutus/documents/procedures/gradeappealprocedures1207.pdf>

<https://saskpolytech.ca/about/about-us/documents/procedures/academicappealsprocedures1210.pdf>