
5.8.1 – Student Dispute Resolution Policy

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

Policy Statement

Carlton Trail College recognizes disputes regarding academic and non-academic decisions, including student discontinuations, may occur. As such, Carlton Trail College has established procedures to deal with student disputes and appeals in an effective, timely, fair, transparent, and impartial manner.

Purpose

The Student Dispute Resolution policy applies to disputes Carlton Trail students may have with faculty or staff regarding equity and fair treatment that may affect academic standing, or may have an impact on grading or evaluation related to or required by their academic program and program discontinuation.

Scope

This policy applies to all students of Carlton Trail College who have concerns regarding equity, fair treatment, grading, evaluation, or program discontinuation that may impact their academic standing. Students enrolled in post-secondary programs are also subject to the credit-granting institution’s policies and procedures regarding academic misconduct and dispute resolution, as detailed in the procedures of that institution.

5.8.1 (a) – Student Dispute Resolution Procedure

Section:	Academic	Approved:	August 1, 2023
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Procedure:	5.8.1 (a)	Revised:	September 1, 2025
Procedure Owner:	Directors – Academic	Next Review:	September 1, 2026
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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>