

STATUS	<input checked="" type="checkbox"/> New Policy <input type="checkbox"/> Continuation of Existing Policy <input type="checkbox"/> Revised Policy
SCOPE	<input checked="" type="checkbox"/> All CAS <input type="checkbox"/> Some CAS (.....) <input type="checkbox"/> One CAS (.....)
TARGET AUDIENCE	<input type="checkbox"/> Staff: <input type="checkbox"/> All <input type="checkbox"/> Academic staff <input type="checkbox"/> Non-academic staff <input checked="" type="checkbox"/> Students: <input checked="" type="checkbox"/> All levels <input type="checkbox"/> UG <input type="checkbox"/> PG <input type="checkbox"/> All specialisations <input type="checkbox"/> Some (.....)

1. Rationale and Purpose

CAS encourages the creation of a positive learning environment, a main pillar of which is the protection of the students' academic rights and the obligation to pursue any allegations of unjust treatment with transparency, fairness and consideration.

This policy sets the principles and directives governing the rights of CAS students to process grievances against all matters related to their academic progress.

2. Definitions

For purpose of this policy, unless otherwise stated, the following definitions shall apply:

- Grievance : Any written notice from a CAS student following unresolved problem, concern, complaint, remark or dissatisfaction that arises where a student considers that he or she has been disadvantaged because of an action, decision, omission or behavior related to academic matters.
- Re-read re-reading or remarking of an exam

3. Policy Content and Principles

In implementing this policy , CAS will be guided by the following principles:

- 3.1 Students are entitled to fair and equal treatment in all matters related to their academic progress

- 3.2 Students have the right to appeal any academic decision they claim as adversely affecting their academic advancement.
- 3.3 Academic grievances will be given due consideration without any prejudice or consequences thereafter.
- 3.4 CAS has the right to reject any grievance which lacks substantial evidence.
- 3.5 The College Student Academic Appeal Committee is the body responsible for adjudicating all student academic grievances referred to it by the dean.
- 3.6 CAS retain the right to impose charges on the re-read of exams and assignments.
- 3.7 Grievances may include the following :
 - a. Exam results related to an academic course be it work assignment, tests or a final exam
 - b. Dismissal for unsatisfactory academic Progress
 - c. Misapplication of academic regulations.
- 3.8 Grievances may take the following forms:
 - a. Informal: made to the instructor or the head of department verbally or in writing
 - b. Formal: processed in writing through an Appeal Form if the student is not satisfied with the outcome of the first stage.

4. Legislative Compliance

- Executive by-law of the Royal Decree 62/2007
- Academic Regulations

5. Supporting Materials

The following policies are relevant and should be read in conjunction with this policy

- Student Academic Misconduct
- Learning and teaching policy
- Degree awarding policy
- Student Academic Grievances procedures

6. Appendices

- Appendix A: Roles & Responsibilities
- Appendix B: Student Appeal Form 1

7. **Approval Agency:** Board of Trustees

8. **Approval Dates**

This policy was originally approved on: []

This version was approved on: []

This version takes effect from: []

This policy will be reviewed by: []

9. **Policy Sponsor:** Director General of CAS

10. **Contact:** Directorate General of CAS