

Approved by Senate, May 1999

UNIVERSITY'S RESPONSIBILITIES IN THE PETITION/APPEAL PROCESSES

Just as the students who submit petitions and appeals have responsibilities to meet the requirements of the process, the University has responsibilities in administering it.

Non-academic staff:

It is incumbent upon members of the non-academic staff to:

- make available to students advice and guidance regarding options, deadlines, required documentation, and appeal routes by way of written notification, the University website, personal appointments or communication over the telephone;
- direct students to the appropriate office for information on petitions/appeals;
- attend to petitions and appeals efficiently to prevent undue delay;
- maintain students' right to confidentiality.

Faculty members:

It is incumbent upon faculty members to:

- respond to requests for information from students and non-academic staff in a timely manner;
- help direct students to the appropriate office for information on petitions/appeals;
- maintain students' right to confidentiality.

• Petition/Appeal officers/committees:

It is incumbent upon petition/appeal officers or committees to:

- ensure parties receive fair, consistent and ethical treatment;
- give thorough and serious attention to all requests;
- render decisions only after careful deliberation;
- supply parties with reasons for decisions;
- maintain students' right to confidentiality.