
Grade Appeal Policy

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Policy Statement

1. inlingua Victoria is committed to the fair and impartial treatment of all students. We provide a structured process for resolving grade appeals or disputes of a serious nature in an objective, non-discriminatory, and reasonable manner.
2. This policy applies to all student complaints relating to inlingua Victoria College of Languages and any aspect of its operations. Students will not be subject to any form of retaliation for submitting a complaint.
3. All complaints must be submitted in writing. Written complaints must be directed to the Academic Manager, who is responsible for evaluating and making determinations regarding such complaints. In cases where the Academic Manager is unavailable or is named in the complaint, the complaint must be submitted to the Executive Director.

Appeal Procedure

1. If a student is dissatisfied with a received grade and can provide evidence that a higher grade is justified, they should first discuss the matter with the instructor who issued the grade. The instructor will review the evidence and, if appropriate, revise the grade.
2. If the student is not satisfied with the outcome of the discussion with the instructor, they may submit a formal written appeal to the Academic Manager.
3. Upon receiving the written appeal, the Academic Manager will obtain the relevant assignment or test from the instructor and arrange for an independent re-assessment by another qualified instructor.
4. If the re-assessment results in a higher grade, the updated grade will be assigned. If the re-assessment results in a lower grade, the original grade will remain.
5. The grade determined after the re-assessment shall be considered final and is not subject to further appeal.
6. Students will be informed of the final decision regarding their appeal within 30 school days from the date the written appeal is received by inlingua Victoria.