

Frequently Asked Questions About Appeals

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Do I have to appeal? Are there any other options?

If an academic decision is questioned by a student, the student will first take up the matter informally with the instructor who made the decision. If you wish to pursue any of the appeal options listed (see **What can I appeal?** below), you must submit an appeal for your request to be considered. If you wish to pursue any of the appeal options listed (see **What can I appeal?** below), yes you must submit an appeal for your request to be considered. This is to ensure that the process is followed correctly, consistently and fairly for all students.

Where can I find information on the academic regulations?

See: [Academic Regulations](#) . These include the regulations and the procedures to be followed for the awarding of degrees in the general and honours Bachelor of Health Sciences (BHS Sc) program.

If I appeal will I have to speak with the Associate Director (Studies)?

You will not be required to meet with anyone concerning your appeal unless further clarification is required.

Who will see my appeal?

Your appeal will be reviewed by the Program Coordinator to ensure that it is complete and contains all of the information the Associate Director (Studies) requires to make a decision. Your appeal will then be reviewed by the Associate Director (Studies). A copy of the appeal will remain in your student file in the Program Office. No information in your student file can be released to a third party, including other offices on campus, without your consent.

What are my appeal rights as a student?

See the Senate Policy on Student Appeals, Rights and Discipline (SARD): <http://www.queensu.ca/secretariat/sites/webpublish.queensu.ca.uslclwww/files/files/policies/senateandtrustees/SARDPolicy.pdf> For more information, contact the Office of the University Ombudsman, room 421 Robert Sutherland Hall, 613-533-6495, ombuds@queensu.ca.

Is my appeal confidential?

Any information submitted to the Program Office is confidential and will not be shared or released to any third party, including other offices on campus without your consent.

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I'm not sure if I should appeal or not. Who can I ask for advice?

You may contact the Program Office to schedule an appointment with an Academic Advisor or consult with the Office of the University Ombudsperson; <https://www.queensu.ca/ombuds/appeal-process>

I'm not sure I have strong enough grounds for appealing. Who can I ask for help?

You should contact the Program Office to schedule an appointment with an Academic Advisor.

What is considered to be an extenuating circumstance?

An extenuating circumstance is defined as a significant physical or psychological event that is beyond a student's control and debilitating to his or her academic performance. In general, with the exception of appeals related to a review of course work or non-academic discipline where other criteria will apply, appeals are only granted where there are significantly extenuating circumstances, beyond the student's control, which would merit the waiving of an academic regulation. These kinds of extraordinary situations should be supported by official documentation from an appropriate healthcare professional.

What about unresolved circumstances?

The appeals process does not compensate for extenuating circumstances that the student is unable to resolve, or for which the student is unwilling to actively seek accommodation or help. In addition, the appeals process does not compensate for extenuating circumstances that are actively being accommodated, for example where a student's permanent disabilities are being accommodated through the University's [Student Wellness Services Office](#). Multiple appeals citing the same extenuating circumstances will be reviewed very closely. This review may include, with the permission of the student, consultation with the appropriate professionals involved to obtain more detailed information. In order for such an appeal to succeed, there must be convincing evidence that the circumstances that affected the student's academic performance will be resolved within a reasonable timeline, or will be appropriately managed on an ongoing basis.

What is not considered to be an extenuating circumstance?

Circumstances not beyond a student's control include the following:

NO = You are an upper-year student and you have not received any type of verbal or written feedback concerning your performance in the course prior to the drop

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deadline.

NO = You have over-committed yourself by taking on additional work shifts, running for election, serving on student government or other committees, etc.

NO = You are ill earlier in the term (but not in the week or so preceding the deadline).

Extenuating circumstances beyond a student's control include the following:

YES = You or a family member suddenly became quite ill (near the deadline date) or have (has) been ill over a lengthy period of time making it impossible to continue your studies.

YES = You are in university for the first time and have not received any type of verbal or written feedback concerning your performance in the course prior to the drop deadline.

YES = You have suddenly developed a serious personal problem which is consuming much of your time and energy making it impossible to continue your studies.

I'm not sure what to appeal. Who can I ask for help?

You should contact the Program Office to schedule an appointment with an Academic Advisor.

I'm a Commerce /Applied Science/Nursing student and I want to appeal an elective course in Health Sciences. Which faculty should I appeal through?

You should appeal through your home Faculty. Therefore, if you are Commerce / Applied Science/Nursing student, you must appeal through the Smith School of Business /Faculty of Engineering & Applied Science/School of Nursing, even if it is a Health Sciences course you are appealing.

I'm a Health Sciences student and I want to appeal a Commerce/Arts and Science/Applied Science course. Which faculty should I appeal through?

You should appeal through your home Faculty. Therefore, if you are a Health Sciences student, you must appeal through the Faculty of Health Sciences, even if it is a Commerce, Engineering or Arts and Science course you are appealing.

Can I cancel an appeal once I have submitted it?

Yes, you may withdraw an appeal if a decision has not yet been made.

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Can I cancel or reverse an appeal after a decision is made?

No. Once an appeal decision is made, the appeal cannot be retracted.

Is there a deadline to submit an appeal?

Yes. Appeals must be received within **21 days** after a final grade has been posted or an academic ruling has been made for appeals requesting to add a course late, waive a requirement to withdraw or request a re-evaluation of a grade. All other appeals must be submitted by the end of the following term. (see [Appeal Reg. 3.2.2.2](#))

I don't have a NetID – how can I submit my appeal?

You can obtain a NetID at: <http://www.queensu.ca/its/netid/activation.html> If you require further assistance, please contact the Faculty Office.

Can I appeal the same time period twice?

No, students are not able to revisit the same time period in submitting subsequent appeals. For example, if a student has appealed to drop one or more courses without academic penalty in the Fall term, he or she cannot make a subsequent different appeal in relation to that same time period.

Can any exceptions be made to the drop deadlines?

No, an appeal is required. This is to ensure that the process is followed correctly, consistently and fairly for all students.

I just missed the drop deadline by one day. Do I still have to appeal?

Yes, an appeal is required. This is to ensure that the process is followed correctly, consistently and fairly for all students.

Can I ask to drop more than one course in my appeal?

Yes. There is no limit on how many courses you can appeal. Once you have entered your first course, click on "add another course" and a new entry will appear.

Do I have to pay a separate appeal fee for each course I am appealing?

No. There is one flat fee of \$50.00 to submit an appeal and there is no limit on the number of requests you can make in one appeal.

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Can I make more than one request in my appeal?

Yes. You may ask for a number of different appeal options depending on your circumstances. For example, a student may request to waive a requirement to withdraw and request to drop courses late in one appeal. A student may also request aegrotat standing in a course, credit standing in a course and a late drop in another course all taken in the same term.

Do I have to tell my instructor I am appealing his or her course?

Not necessarily. If you are appealing to drop a course past the academic deadline, we will not contact your instructor. If you are appealing to receive credit or aegrotat standing in a course, we will contact your instructors in those courses to confirm eligibility for those grades notations and to seek general feedback. No details of your appeal are shared with your instructors.

Will you contact my instructor if I appeal his or her course?

In the case of an appeal for credit or aegrotat standing the Program Office will contact the course instructor to confirm eligibility for the CR or AG grade and request general feedback. This information supplied by the instructor is included with the appeal and will be taken into consideration along with the other information provided. No other information related to the appeal is released to the instructor unless the student has granted permission to release it.

My instructor does not support my appeal. What should I do?

You may proceed with an appeal even if your instructor does not support it. The Associate Director (Studies) will take all information presented in the appeal into consideration when making a decision.

What Can I Appeal? Appeal Options and Limitations

Below you will find the appeal options available as well as some frequently asked questions specific to those types of appeals. For more information on the appeal options, please see the current [Appeal Regulations](#) in the Bachelor of Health Sciences Academic Calendar.

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APPEAL TO ADD/DROP COURSES PAST THE ACADEMIC DEADLINE (see [Appeal Regulations](#))

Can any exceptions be made to the add/drop deadlines?

No, an appeal is required. This is to ensure that the process is followed correctly, consistently and fairly for all students.

I just missed the add/drop deadline by one day. Do I still have to appeal?

Yes, an appeal is required. This is to ensure that the process is followed correctly, consistently and fairly for all students.

If my appeal to drop a course late is granted will the course disappear from my transcript?

No. If your appeal to drop a course past the academic deadline is granted, it will appear on your transcript with a DR notation, meaning dropped. There is no academic penalty.

Can I have the DR removed from my transcript?

No. DR notations cannot be removed from transcripts.

Can I have the NG removed from my transcript?

No. NG notations cannot be removed from transcripts.

Can I appeal to drop a course I passed?

No, students cannot request to drop a course with a passing grade. You could consider appealing for credit standing instead.

I appealed to drop a course but I haven't received a decision yet and the exam is next week. Should I study for it or not?

This decision is up to you. It could take up to 21 days to receive a decision on your appeal so you should keep participating in the course, just in case your appeal is denied. On the other hand, if you feel that it is not possible to salvage the course at that point, you may choose to stop participating in that course and concentrate your time and effort on your other courses that you want to keep good grades in. For more advice, you can make an appointment to speak with an academic advisor.

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My appeal to add a course late was granted so I dropped my “back-up” course. Why does my account say that I owe tuition?

When a course is added late the full tuition charge is applied to your student account. However, when you drop a course, the amount of tuition money refunded depends on the date you drop it. For example, if you drop it one day after the add-drop deadline (which is also the financial deadline), then you will be refunded 50% of the tuition for the dropped course (therefore, it will only cover half of the amount charged for the course you added late).

See the Refund Schedule at www.queensu.ca/registrar for more information.

The course I wanted to add was full right up to the add deadline but a space opened up after the deadline passed. Do I still have to appeal to add it?

Yes. An appeal is required.

What other information and/or documentation do I need to include with this appeal?

Any appeal to add a course late must include a note from the instructor of the course supporting your request to add the course late. If applicable, it is also important to specify what lecture/lab/tutorial section numbers you would like to add (there must be space available in the sections you are requesting or a note from the individuals above indicating their permission to override the enrolment limits and there cannot be a timetable conflict). If there is a waitlist for the course, and you are not in the first position, your appeal may not be granted. You will also be required to include an academic plan which explains how you intend to catch up on the material you missed in the course.

APPEAL FOR CREDIT STANDING IN A COURSE (see [Appeal Regulations](#))

What does credit standing mean?

Credit standing (CR) in a course is reserved for situations in which a student, who has completed and passed all of the work of the course, including the final examination, but because of illness or other extenuating circumstances beyond his or her control, earned a substantially lower grade than might have been expected, normally a grade of C or lower (see [Academic Regulation 10](#)). A course with credit standing will not be included in the student's GPA but can be used as credit earned toward a degree program.

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If my appeal for credit standing is granted, what will appear on my transcript?

If your appeal for credit standing is granted, the course will appear on your transcript with a CR notation. A course with credit standing will not be included in the student's GPA but can be used as credit earned toward a degree program. If you require a minimum grade in the course as a prerequisite for entry to further courses, a CR grade may not be sufficient and you may need to repeat the course to earn the minimum grade required. Students are advised to consult with the Associate Director (Studies).

If I fail a course can I request credit standing?

No. If you did not pass the course, you are not eligible for credit standing. See [Academic Regulation 10](#).

Is there a limit of how many CR and/or AG grades I can have?

Yes, there is a limit. Students may be granted aegrotat and/or credit standing for a maximum of 36.0 units during their entire program.

Why is credit standing only recommended in cases where the grade is C or lower?

We only recommend credit standing in cases where the final grade is C or lower, otherwise it is usually in the student's best academic interests to keep the grade earned as-is. While credit grades do not affect the GPA it is generally best to have as many evaluative, measurable grades on your transcript as possible. Otherwise, your transcript can become difficult to evaluate. Students are advised to consult with potential graduate schools to seek advice regarding non-evaluative grades on transcripts.

Will you contact my instructor if I appeal his or her course?

In the case of an appeal for credit or aegrotat standing the Program Office will contact the course instructor to confirm eligibility for the CR or AG grade and request general feedback. This information supplied by the instructor is included with the appeal and will be taken into consideration along with the other information provided. No other information related to the appeal is released to the instructor unless the student has granted permission to release it.

What is the difference between credit standing and aegrotat standing?

Aegrotat standing in a course is reserved for situations in which a student, who has

completed and passed at least 60 per cent of the work for a course, but because of illness or other extenuating circumstances beyond his or her control, is unable to complete all the work of the course but has met the learning outcomes. In this case, the student may be awarded a final estimated grade based on the work completed along with the notation "Aegrotat: Estimated grade". Credit standing (CR) in a course is reserved for situations in which a student, who has completed and passed all of the work of the course, including the final examination, but because of illness or other extenuating circumstances beyond his or her control, earned a substantially lower grade than might have been expected, normally a grade of C or lower. If this appeal is granted, the low grade will be removed from the transcript and replaced with CR. A course with a CR notation will not be included in the student's GPA but can be used as credit earned towards a Degree Program.

APPEAL FOR AEGROTAT STANDING IN A COURSE (see [Appeal Regulations](#))

What does aegrotat standing mean?

Aegrotat estimated standing in a course is reserved for situations in which a student, who has completed and passed at least 60 per cent of the work for a course, but because of illness or other extenuating circumstances beyond his or her control, is unable to complete all of the work of the course (see [Academic Regulation 10](#)) but has met the learning outcomes. Aegrotat grades will be included in the student's GPA and can be used toward as credit earned toward a degree program.

If my appeal for aegrotat standing is granted, what will appear on my transcript?

If your appeal for aegrotat standing is granted, the course will appear on your transcript with your estimated final grade based on the work you completed to date along with the notation "Aegrotat: Estimated Grade". The final estimated grade is calculated into the GPA.

How is an aegrotat grade calculated?

An aegrotat grade is a final estimated grade based only out of the work you submitted. Therefore, if you completed all of the work for a course except the final exam and your final grade going into the exam was 75 or B, then your final grade would be assigned as B along with the notation "Aegrotat: estimated grade". To be eligible for an aegrotat grade, the student must have completed at least 60% of work required, and met the learning outcomes for the course.

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Is there a limit of how many CR and/or AG grades I can have?

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What is the difference between credit standing and aegrotat standing?

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APPEAL FOR AN EXTENSION OF AN INCOMPLETE GRADE (see [Appeal Regulations](#))

If I'm appealing for an extension of an incomplete grade, what should I submit for documentation?

You will need to submit some documentation to confirm the extenuating circumstances that prevented you from completing the outstanding work within the extended deadline. You will also need to provide confirmation from your instructor that he or she is agreeable to a further extension and what the extension deadline is.

It is past one term since my course finished but I had an IN grade. Do I have to appeal to have my appeal heard late?

If you were assigned an incomplete grade in a course then that course is still considered to be active until the final grade is assigned or the IN expires. You have one further term to appeal after that time, but we recommend that you do so as soon as possible.

When do incomplete grades expire?

IN grades expire at the end of the following term. For example, if you received an incomplete grade in a fall term course, the IN would expire at the end of the following winter term.

REQUEST A REVIEW OF INSTRUCTORS' DECISIONS ON GRADING OF A FINAL EXAMINATION AND/OR TERM WORK (see [Appeal Regulations](#))

How do these appeals work?

A student may request a review of any grade assigned in a course subject to the marking scheme set out by the course instructor(s).

As a first step, the student must request an informal review with the instructor concerned, and instructors are strongly encouraged to consent. If the informal review process is unsuccessful, the student may ask for the assistance of the Office of the Associate Director (Studies) in order to facilitate a review through an appeal to the Associate Director (Studies). This request must be made within 21 calendar days of the grade being received.

As part of the appeal request, the student should:

(i) clearly articulate grounds for reconsideration and identify specifically the substance of an answer where the student feels the mark given was not evaluated fully, for example:

- show, in an objective answer, that a correct answer has been counted as incorrect;
- show, in a subjective or essay answer, that the response has been under evaluated substantially and

(ii) provide relevant documentation to support the appeal (i.e. class notes, etc.).

It is the responsibility of the student to preserve all exercises, papers, reports and other graded material for the course and to submit these materials with the appeal. In any formal appeal of term work, the student must accept the responsibility for ensuring that the work presented for reassessment is in fact the original term work submitted for evaluation (see [Academic Regulation 11](#)). The term work or examination in question will be forwarded to the Head of the relevant academic unit with a request to facilitate the review by appointing two reviewers on behalf of the Office of the Associate Director (Studies). One of the two reviewers is normally the original instructor; however if the instructor is not available, or if the student can demonstrate bias or other conflict on the part of the original instructor, the Department Head/ Director may appoint any two reviewers with good knowledge of the course material.

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In such cases the original instructor may be asked to provide any documentation relevant to the review. Each reviewer will independently reread the term work or examination.

Where possible, the student's identity will remain confidential from the reviewers (names and student numbers will be removed from the term work or examination).

In matters where there is a discrepancy in grades between the reviewers, the Department Head/Director will arbitrate the final grade, and will report the grade to the Office of the Associate Director (Studies), usually within 21 calendar days of receiving the request. The reconsidered grade, which may be higher than or unchanged from the original grade, may not be further appealed to the Board of Studies, as the Board has no academic jurisdiction.

How long will it take to receive a decision on my appeal?

Once your appeal has been submitted and all of the supporting documentation and materials have been received it can take up to 21 days to receive a decision.

Do I have to talk to my instructor before submitting an appeal for a review of my work?

We recommend that you ask your instructor to review the work with you informally as a first step. Many times, questions and concerns can be addressed at this level and a formal review is not required.

What if my instructor won't review my work?

Instructors are strongly encouraged to consent to informally review work with a student. If the informal review process is unsuccessful (the instructor does not agree or the student is unsatisfied with the review), the student may request a formal review of the instructor's decision on the grade.

Is there a deadline to make this type of appeal?

Yes. This request should be made within 21 calendar days of the grade being received on the work.

Where can I find more information about this?

Please see [Appeal Regulations](#).

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APPEAL TO WAIVE THE REQUIREMENT TO WITHDRAW (see [Appeal Regulations](#))

I appealed to waive a requirement to withdraw and it was granted. What is my current academic status?

See: [Returning from Requirement to Withdraw](#)

What is an academic plan?

See: [Preparing an Academic Plan](#). A strong academic plan can increase your chances for a successful appeal. A strong academic plan is detailed, specific and realistic. It should address all of the key questions and contain all the essential components.

Is there a deadline to submit these appeals?

Yes, there is a deadline to appeal the requirement to withdraw and it is indicated on the notification letter you received through SOLUS (normally 21 days from the date the letter was issued).

What happens if I miss this deadline?

If you had extenuating circumstances that caused you to miss the appeal deadline, you may submit an appeal requesting to waive the 21-day appeal deadline so your appeal may be heard late. If the appeal is granted, your appeal requesting to waive the requirement to withdraw will be heard but your negative service indicator will not be removed. Therefore, you will need to receive a positive decision on your appeal before you will be permitted to register in any courses.

I'm still waiting to receive my appeal decision but the course selection period is starting soon. What should I do?

If you submitted your appeal by the deadline indicated on your requirement to withdraw notification letter, then we will remove the negative service indicator from your SOLUS account so you can register in courses during the regular course selection period, pending the decision on your appeal.

I haven't received a decision on my appeal yet. Should I register in courses for next year or not?

Yes, you may go ahead and register in courses pending the decision on your appeal.

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What if my appeal is denied and I'm registered in courses? Do I have to drop them?

If your appeal is denied, we will not remove you from your courses until you have exhausted all of your appeal options or the deadlines have lapsed. You have the option to appeal the Associate Director (Studies) decision to the Board of Studies. If you pursue this option, you will be permitted to continue participating in your courses pending the outcome of that appeal. (see [Second Level: Appeals to the Board of Studies](#))

Can I appeal to waive a requirement to withdraw and drop courses past the academic deadline in the same appeal?

Yes. If the appeal is granted and the courses are dropped, it could result in the requirement to withdraw ruling being removed altogether if it no longer applies.

I have submitted my appeal requesting to waive the requirement to withdraw but I haven't received a decision yet. Should I register for courses in July/August or not?

Provided that you submitted your appeal within the deadline indicated on your notification letter, you will be permitted to register in courses for the following year, pending the decision on your appeal.

Can I appeal to take one year off instead of three?

If you submit your appeal requesting to waive the requirement to withdraw for a minimum of three years *within the appeal deadline* then you may include this as part of your academic plan. If your appeal is granted, the requirement to withdraw ruling will be waived and you will be permitted to return to studies at any time, but you may certainly take a voluntary leave of absence for a year (or longer).

I was required to withdraw for a minimum of three years and one year has lapsed but I feel ready to return to studies now. Can I appeal to come back early?

No. If you have not appealed within the 21-day deadline to waive the requirement to withdraw when it was imposed, you will not be permitted to appeal to return to studies until the full three years has lapsed.

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APPEAL TO RETURN TO STUDIES AFTER THE REQUIREMENT TO WITHDRAW HAS LAPSED (see [Appeal Regulations](#))

What information should I include in my appeal letter?

Appeals requesting to **Return to Studies After a Requirement to Withdraw for Three Years has Lapsed** do not necessarily need to include an explanation of extenuating circumstances but should explain what activities or steps you have undertaken during your time away from Queen's to help prepare you for future academic success and resolve any issues that affected your academic progress in the past. You will also need to include an academic plan.

What is an academic plan?

See: [Preparing an Academic Plan](#)

What should I do after my appeal has been granted?

You should schedule an appointment to speak with an academic advisor for information on the current academic regulations, your current academic standing, your degree plan requirements as well as go over how and when to register in courses and find out what academic services are available to help you improve your academic performance.

What do I need to include with my appeal?

When you submit your appeal online the application will indicate what you are required to submit through each step of the process. All appeals will require an appeal letter.

Appeal Letter

How long does my appeal letter have to be?

Not long – one page is usually sufficient. Your letter must state exactly what you are requesting. It must also clearly explain the timeline of your extenuating circumstances, the severity of your extenuating circumstances and the impact that your extenuating circumstances have had on the courses you are appealing. If you are registered in several courses over a term but you are only appealing one of those courses, you should include an explanation as to why only the course being appealed has been affected by your circumstances and not the other courses. You are not required to outline the specific details of the particular condition or matter affecting you. Also see: [Tips for writing a Letter of Appeal](#)

Do I have to disclose the details of my extenuating circumstances?

No. You are not required to outline the specific details of the particular condition or matter affecting you, but you do need to provide enough information for the Associate Director (Studies) to make an informed decision. This means, we do ask that you indicate the specific ways in which your extenuating circumstances have affected your studies and provide a clear timeline indicating the start, duration and present state of your extenuating circumstances. It is also important to explain whether or not the circumstances have either improved, been resolved or how you are managing them so that they will not have a significant and detrimental effect on your future academic performance. Also see: [Tips for writing a Letter of Appeal](#)

What if I am not comfortable writing down my circumstances? Can I just come in and talk to someone?

No. We do require all appeals to follow the standard appeals process. You can be assured however, that you are not required to outline the specific details of the particular condition or matter affecting you. You simply need to provide enough information for the Associate Director (Studies) to make an informed decision. This means, we do ask that you indicate the specific ways in which your extenuating circumstances have affected your studies and provide a clear timeline indicating the start, duration and present state of your extenuating circumstances. It is also important to explain whether or not the circumstances have either improved, been resolved or how you are managing them so that they will not have a significant and detrimental effect on your future academic performance. Your documentation only needs to confirm this information as well. All documentation is kept confidential.

Can I submit more information or documentation for my appeal after it has been submitted?

Yes. You can add more information and/or documentation to an existing appeal by accessing the appeals application online and clicking “Submit amendment to previous appeal”. You will choose the appeal in progress and follow the instructions.

Documentation

Do all appeals require supporting documentation?

Most appeals require supporting documentation to confirm the extenuating circumstances presented in your appeal letter. See the [Appeal Documentation Chart](#) for details. Official documentation does not need to outline the specifics of the particular condition or matter affecting the student, but should indicate ways in which the extenuating circumstances directly affected the student's individual performance.

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Information on the start date, duration and present state of the circumstance aids the instructor, the Associate Director (Studies) or the Board of Studies in making an informed decision concerning any matter under review. Further, comment on whether the condition or circumstances have either improved or are being managed to the point that they will not have a significant detrimental effect on future academic performance is also useful to appeal decision makers.

Otherwise, you may consult with an academic advisor for advice on how to proceed with your appeal request.

What kind of documentation do I need to provide?

A note or letter from a healthcare professional is always preferred but if you have not sought professional help you may supply a letter from another individual such as a parent or family member. Please ensure that the author of the note signs it and supplies contact information so we can have it verified. Some other types of documentation you may submit: letters from funeral homes, death certificates, obituary notices, letters from lawyers, legal documents, court notices, bank statements, travel tickets, letter from employer, government documentation. Documentation that is generally not considered to be adequate: photographs of medical conditions, medical reports, prescriptions, high school transcripts, resumes, notes or letters from non-certified healthcare providers. See: <http://www.queensu.ca/hcds/ds/students/documentation.html>

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Students are advised to submit an [Off-campus Physician's Note](#) if requesting support from a medical professional outside of the [Student Wellness Services](#) office.

I haven't seen a doctor or counsellor so I don't have any supporting documentation. What should I do?

A note or letter from a healthcare professional is always preferred but if you have not sought professional help you may supply a letter from another individual such as a parent or family member. Please ensure that the author of the note signs it and supplies contact information so we can have it verified. For more information on what

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we will accept for supporting documentation see: (link). Otherwise, you may consult with an academic advisor for advice on how to proceed with your appeal request.

Can my parents write a letter for my documentation?

A note or letter from a healthcare professional is always preferred but if you have not sought professional help you may supply a letter from another individual such as a parent or family member. Please ensure that the author of the note signs it and supplies contact information so we can have it verified.

Can I submit my appeal now and supply my documentation later when I can get in to see my doctor, counsellor, etc.?

Yes, you may submit an appeal now and have the documentation follow later.

Academic Plan

An academic plan is required for appeals requesting to add courses late (to explain how you intend on catch up on the missing course material), appeals requesting to waive requirements to withdraw and return to studies after a requirement to withdraw has lapsed.

Appeal Fee

There is a \$50 fee to submit an appeal. The payment must be submitted online as the final step of the online submission. Your appeal will not be accepted and processed until the payment transaction is made.

How do I know if the transaction was successful and my appeal was properly submitted?

If your appeal was submitted properly and the payment transaction was successful, you will receive two emails immediately to your Queens' email account. One email will contain a confirmation that your appeal was received and it will contain an appeal number so you can track the status of your appeal through the online system. The other email you will receive is a receipt of payment for the appeal fee.

If my appeal is denied will I get my \$50.00 appeal fee back?

No. The appeal fee is non-refundable. There is no additional fee to submit an appeal to the Board of Studies.

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Do I have to pay a separate appeal fee for each course I am appealing?

No. There is one flat fee of \$50.00 to submit an appeal and there is no limit on the number of requests you can make in one appeal.

Do I have to pay another appeal fee to appeal to the Board of Studies?

No. There is no additional fee to appeal to the Board of Studies.

Can I ask to waive the \$50.00 appeal fee?

Generally, no. The only grounds under which the appeal fee would be waived is if the student can show that the appeal arose due to an administrative error on the part of the University. If you are not able to afford the appeal fee, you may seek financial assistance through Student Awards (Gordon Hall).

How can I pay the appeal fee?

When you are finished entering your appeal information online you will be asked to enter your payment information. Payment can be made by debit card, VISA or Mastercard.

Can I pay my appeal fee by cheque?

No, unfortunately we cannot accept cheques.

Can you charge the appeal fee to my student account?

No, unfortunately we cannot draw funds from your student account.

Can I submit my appeal now and pay the fee later?

No. Payment must be received before your appeal can be accepted.

Can I ask for a refund of my tuition fees?

The Associate Director (Studies) cannot hear appeals concerning financial requests. These requests may be made through the Office of the University Registrar via the [Tuition Fee Amendment Appeal Form](#).

Any questions about this process may be directed to their office at 613-533-2040.

Other Appeal Requirements

Some appeals require support or feedback or information from instructors and/or

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Undergraduate Chairs. See the [Appeal Documentation Chart](#) for information.

If there is anything missing in my appeal will you let me know?

Yes, if there is any information, documentation or other element of your appeal missing we will place your appeal on hold and notify you by email.

Appeal Submission, Status and Decisions

APPEAL STATUS AND DECISIONS

How do I know my appeal was properly submitted?

Once you have clicked on submit, you will receive an email confirmation that your appeal was received. You will also be issued an application number and you can track the status of your appeal in the online appeals system using this number.

How will I be notified of the appeal decision?

All decisions are sent via email to your official Queen's email address. Please ensure your email address is correct and your inbox is not full.

How long will it take to receive a decision on my appeal?

Once your appeal has been submitted and all of the supporting documentation has been received it can take up to 21 days to receive a decision. Note that re-read requests may take longer than 21-days (typically 6 weeks) as it takes time to find and appoint a reader and review the work in question.

How will I receive my decision letter or notification?

All decisions are sent via email to your Queen's email address. Please ensure your email address is valid and your inbox is not full.

How can I check the status of my appeal?

Once you have clicked on submit, you will receive an email confirmation that your appeal was received. You will also be issued an application number and you can track the status of your appeal in the online appeals system using this number.

What can I do to have my appeal heard faster?

We understand that submitting an appeal is a stressful task and they are very often time-sensitive in nature so we make every effort to review appeals and send decisions as quickly and efficiently as possible. Having a clear and detailed appeal letter and supplying all of the supporting documentation upon submission can help to speed up

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the process if there is no further follow up required.

I haven't received a decision yet and it's been longer than 21 days. What should I do?

You can check the status of your appeal through the online application. Your decision will be sent to your email address provided so please ensure that you check your email including your junk folder. If there is still no decision, you may follow up by calling 613-533-2566 or emailing bhsc.appeals@queensu.ca.

My appeal has been granted. How long will it take to see the changes on my transcript?

When your appeal is granted, the transcript changes are sent to the Office of the University Registrar for processing. This can take normally anywhere from 3 days to one week. If you need to order a transcript or if a week has passed and the changes haven't been made yet, please notify the Program Office and we will arrange to have the changes made as soon as possible.

What happens if my appeal is denied?

If your appeal is denied no changes will be made to your transcript. You will receive information in your decision letter explaining that you have the option to appeal the Associate Director (Studies) decision to the Board of Studies. An appeal to the Board of Studies must be submitted within 21 days of receiving your appeal decision letter. For more information, see Second Level of Appeal: Board of Studies.

What is the difference between an appeal to the Associate Director (Studies) and an appeal to the Board of Studies?

The first stage of the appeal process is an appeal to the Associate Director (Studies). If that appeal is denied and you wish to appeal the decision, the next step is to appeal to the Board of Studies.

If my appeal is denied will I get my \$50.00 appeal fee back?

No. The appeal fee is non-refundable. There is no additional fee to submit an appeal to the Board of Studies.

Appeal Deadline and Appeals Requesting to Waive the Deadline Is there a deadline to submit an appeal?

Yes. This request should be made **within 21 calendar days** of the initial academic ruling. (see [Appeal Regulations 3.2.2.2](#))

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How do I ask to have an appeal heard past the deadline?

Exceptions to this deadline can only be granted in cases where there are extenuating circumstances that prevented a student from appealing within the deadline. The student must show that the circumstances were ongoing and prevented him or her from taking any action from the time of the appeal deadline to the time at which the appeal was eventually initiated. This request must be made via an appeal requesting to waive the deadline.

*Note that students are not able to revisit the same time period in submitting subsequent appeals. For example, if a student has appealed to drop one or more courses without academic penalty in the Fall term, he or she cannot make a subsequent different appeal in relation to that same time period.

Are there any exceptions to the 21-day/one term appeal deadline?

Exceptions to this deadline can only be granted in cases where there are extenuating circumstances that prevented a student from appealing within the deadline. The student must show that the circumstances were ongoing and prevented him or her from taking any action from the time of the appeal deadline to the time at which the appeal was eventually initiated. This request must be made via an appeal requesting to waive the 21-day/one term deadline.

*Note that students are not able to revisit the same time period in submitting subsequent appeals. For example, if a student has appealed to drop one or more courses without academic penalty in the Fall term, he or she cannot make a subsequent different appeal in relation to that same time period.

Can I appeal a course I took a long time ago?

Generally, no. Appeals must be received within 21 days or one term after a final grade has been posted or an academic ruling has been made. However, exceptions to this deadline can be granted in cases where there are extenuating circumstances that prevented a student from appealing within the deadline. The student must show that the circumstances were ongoing and prevented him or her from taking any action from the time of the appeal deadline to the time at which the appeal was eventually initiated. This request must be made via an appeal requesting to waive the deadline. If the Associate Director (Studies) grants the student's request to hear the appeal late, the student will then be permitted to submit their appeal concerning the course he or she took longer than one term ago.

*Note that students are not able to revisit the same time period in submitting subsequent appeals. For example, if a student has appealed to drop one or more courses without academic penalty in the Fall term, he or she cannot make a subsequent different appeal in relation to that same time period.

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What should I write in my letter if I am appealing to waive the 21-day/one term deadline?

In your appeal letter you must explain what the extenuating circumstances were that prevented you from appealing within the time the regular appeal deadline lapsed up to the current time. You must also demonstrate that the circumstances were ongoing and prevented you from acting from then (when the course finished for example) until now (the time at which the appeal is being initiated). In other words, your letter must explain what prevented you from appealing from the time the course finished or the academic ruling was made until the present day.

What if my circumstances that prevented me from appealing until now and the circumstances that caused me to fail those courses were the same?

Sometimes the student's extenuating circumstances that led to the failure in courses are ongoing and are also the reason for the delay in appealing. That's ok – you would simply explain the reasons for the delay in appealing the deadline and if that appeal is granted, you would explain those same extenuating circumstances in the appeal requesting the late course drops. Sometimes the two appeal letters will be quite similar, especially if the same circumstances led to both appeals.

Can I submit the same documentation for both appeals?

Yes, if both appeals are based on the same extenuating circumstances, it may be appropriate to use the same documentation for both appeals. Note however, that the 21-day/one term deadline appeal must confirm the full timeline of the extenuating circumstances (from the time the course finished to the time the appeal was initiated). The documentation for a late course drop appeal only needs to confirm the extenuating circumstances that took place during the time that course was taken.

Can I submit my appeal requesting to waive the deadline and the late appeal at the same time?

No, do not submit them at the same time. You must submit the appeal requesting to waive the deadline first. If that appeal is granted, you will then be permitted to submit your late appeal.

My appeal requesting to waive the appeal deadline was granted. Now what?

Once your appeal requesting to waive the deadline has been granted, you may submit your late appeal. When you go back into the online appeal system you will notice that you now have a third option called "Submit a Late Appeal". Choose this option and proceed with submitting your late appeal. The system will skip over the payment step this time as no additional appeal is required.