

Sheridan

Student Strike Relief Fund Appeal Process

The purpose of this procedure is to ensure that there is an accessible, equitable, fair, transparent, and consistently applied process to consider Strike Relief Fund appeals.

If the student's claim is denied, or if the amount of relief the student receive is less than \$500 and the student disagrees with the amount of relief they were given, the student may appeal the college's decision once. The student must appeal within fourteen (14) calendar days after Sheridan's decision is issued.

Students who wish to appeal the decision must meet all of the following criteria:

- a) Be studying at Sheridan (any campus) as a full time post-secondary student;
- b) Have applied for the Sheridan Student Strike Relief Fund to assist with eligible strike-related costs within the application timelines;
- c) Have received a decision on this application; and
- d) Meet the eligibility requirements as outlined in the Student Strike Relief Fund document

Grounds for Appeal

To request an appeal, a Student must establish that there are grounds for an appeal. Appeals filed without either grounds or appropriate documentation will be dismissed. Additional supporting documents will not be considered as part of the appeal as all documents must be attached to the original claim.

There are two grounds that may be considered when filing an appeal:

Grounds	Explanation	Documents
Application Evaluation	Students may appeal a final decision they believe to be unfair or inequitable	Document the evidence that support the appeal
Administrative Error	A belief that the process was improperly applied or not followed or their submission was assessed incorrectly	Document any events or evidence that support the alleged error

1. Specific Steps for Resolving an Student Strike Relief Fund Appeal

This section outlines the procedure for resolving complaints about a Student Strike Relief Fund decision.

For each step, there is a brief description of specific tasks to follow. Although there are five (5) steps in this process, the majority of complaints should be resolved in Step 1.

Student Strike Relief Fund Appeal Process		
Step 1	Informal Request Information	A student who is advised by email to their Sheridan email account that their request has been declined may contact the Financial Aid Office to request an explanation of this decision, including specific reasons. All requests received by other Sheridan departments and/or Faculties are to be forwarded to the Financial Aid Office.
Step 2	Level 1 Appeal	<p>If the student is dissatisfied and wishes to appeal this decision a Level 1 Appeal Form will be provided to the student with instructions on how to submit. The Level 1 appeal will be considered by a Review Committee comprised of the Registrar, the Dean of Students, a representative from the Student Union and a Financial Aid/Awards employee who will sit on the Committee as a resource and a non-voting member.</p> <p>This temporary committee will convene weekly during the Strike Relief Fund processing time frame.</p> <p>Appeals must be made within 10 calendar days after the review noted in Step 1.</p> <p>Additional supporting documents will not be considered as part of your appeal as all documents must be attached to your original claim.</p>
Step 3	Response to Student	Within 5 business days after the Review Committee has heard the appeal, the student will be notified of the final decision by email to their Sheridan email account.

Student Strike Relief Fund Appeal Process		
<p>Step 4</p>	<p>Level 2 Appeal</p>	<p>For students who wish to appeal a Level 1 decision, it is mandatory that they consult with a Financial Aid Advisor in Financial Aid and Awards to learn about the Level 2 appeal process.</p> <p>In order to proceed to a Level 2 appeal, the following ground must be met:</p> <ul style="list-style-type: none"> • A significant procedural error has occurred in the first level of appeal <p>A Level 2 Strike Relief Fund Appeal form will be provided to the student by the Financial Aid and Awards Office with instructions on how to submit. Financial Aid and Awards will provide guidance on the acceptable grounds but will not deny the student the opportunity to appeal the level 1 decision. Students are required to submit the Level 2 Strike Relief Fund Appeal Form accompanied by any supporting documentation within 5 business days of receipt of the Level 1 decision.</p> <p>Level 2 appeals will be reviewed by the Vice President, Student Services and Information Technology.</p> <p>The Level 2 decision is a final decision.</p>
<p>Step 5</p>	<p>Response to Student</p>	<p>Within 5 business days after the Level 2 appeal has been reviewed, the student will be notified by email to their Sheridan email account of the final decision.</p>