



# Appeals

The JIBC has the utmost respect for and confidence in the instructors tasked to deliver courses on behalf of the JIBC. We consider the position and opinion of the instructor to be final. However, from time to time students will disagree with the assessment they have been given resulting from a SAR training session.

**All students' concerns surrounding unfair or biased treatment will be taken very seriously.**

The following outlines the process that will be employed when resolving differences of opinion in regards to student results on a JIBC SAR course.

## Step One: The Student

In the event of a disagreement with the results of an evaluation the student shall address a letter to the Program Manager of the JIBC ESS & SAR Training Programs outlining any concerns and specific areas of disagreement within ten (10) business days from the time the student is advised of their grade.

## Step Two: The JIBC

The JIBC will:

- Review the letter regarding the disagreement.
- Investigate, i.e. contact the instructor; discuss the details of the disagreement.
- Provide a written response to the student within thirty (30) business days from date of receipt of appeal.

## Step Three: The instructor

The instructor will review his/her notes and respond to the JIBC with the particulars of the disagreement.

## **Step Four: Back to the JIBC**

If the instructor supports the student's claim, the JIBC will:

- Provide a written response to the student's appeal.
- Make the necessary corrections to files and databases.
- Issue certificates as warranted.
- Review the details of the disagreement and adjust evaluations/course materials as necessary to prevent future disagreements.

If the instructor supports his/her original evaluation of the student's performance the JIBC will:

- Provide a written response to the student's appeal.
- Arrange placement for the student on the next available course.
- Ensure a second instructor is available to perform the final assessment of the student.

### **Student Still Has Concerns**

If the student remains unsatisfied with the decision, they may submit their concerns in writing to the Director of the Emergency Management Division within ten (10) business days of the written response from the JIBC.