



Fee Appeal Procedure

Financial Services is responsible for receiving tuition fees, ancillary fees and other related fees from students enrolled in degree programs, certificate programs, and individual courses. Financial Services has established, and published fee payment deadlines and course drop and withdrawal dates (some of which allow for partial refunds of fees) <https://brocku.ca/safa>

There are however many students who submit appeals for refunds beyond what is allowed for in our drop and withdrawal policies based on individual unique circumstances. This procedure has been developed to provide clear guidelines related to the review and decision-making processes related to appeals requesting fee reversals, and/or refunds.

ISP and ESL programs are excluded from this procedure. Due dates and refund/reversal of fees are at the discretion of the program administration/faculty.

Definitions

For the purpose of this procedure:

Refund means to reimburse a student for fees already paid.

Reversal means to reverse the posting of the fee to a student account that the student has not yet paid.

Application

This procedure applies to students at the university who are charged fees related to enrolment in their academic program or individual courses. Responsibility for the application and administration of this procedure lives jointly with the Registrar's Office and Financial Services. However, the Student Fee Appeal portion of your submission becomes the responsibility of Financial Services upon receipt. The Registrar's Office will not be able to answer questions or provide any detail regarding the outcome of your financial appeal. Please direct all inquiries via email to receivables@brocku.ca.

Periodic review and revisions of this procedure is the responsibility of the Financial Services.

1. All students are responsible to pay all applicable fees for the courses/programs in which they enroll and are bound to the ***Statement of Student Financial Responsibility***.
2. Students are expected to familiarize themselves with fee payment policies, fee payment deadlines, drop and withdrawal dates and refund policies as they pertain to the courses/programs in which they are registered. Appeals will not be heard on the grounds that the student was not aware of, or misinterpreted, university policies, including course drop and withdrawal deadlines and related fee policies.

3. Students granted a *Backdated Drop* by the Registrar's office will receive a full reversal of tuition fees. Ancillary or material fees may not be reversed and are the responsibility of the student.
4. Students granted a *Backdated Withdrawal* by the Registrar's office where the granted date is within the date ranges of the withdrawal schedule will have their fees adjusted to align to the fee percentage on the withdrawal schedule, where applicable.
5. In rare circumstances a student may have appropriate grounds for an appeal to have fees either reversed or refunded, in part or in full after the last date for fee refund/reversal within the published withdrawal schedule. Once an academic decision has been made by the Registrar/Dean's office, a decision will be rendered by the Finance Committee. They may be considered on the following grounds:
 - a. **Medical Grounds** - normally would include the unanticipated onset of physical or psychological illness, condition or crises. Requires that documentation from a physician, psychologist or Student Wellness Center be submitted to support the claims made in the appeal. Acceptable documentation is:
 - A letter from a division of Student Wellness & Accessibility Centre (ie. Student Accessibility Services, Student Health Services, Personal Counselling Services)
 - A letter from your Doctor (not a prescription)
 - A letter explaining your circumstances is **not** acceptable documentation on its own. Failure to provide any documentation will result in an **automatic denial** for your request.
 - b. **Compassionate Grounds** - may be related to an unanticipated circumstance such as eviction, death of an immediate family member, or other life crisis. Supporting documentation is also required. Acceptable documentation is:
 - An official death certificate, published obituary notice or original note from a funeral home citing your relationship to the deceased
 - A copy of an airline ticket in your name
 - An eviction notice
 - A letter explaining your circumstances is **not** acceptable documentation on its own. Failure to provide any documentation will result in an **automatic denial** for your request.
 - c. **Procedural Grounds** - Error made by a Brock staff member or department that resulted in fees being posted inappropriately. Supporting documentation is required where possible.
6. Fee refund appeals will not normally be heard past 6 months after the semester in which the fees were posted unless supported by the Registrar and Dean of the Faculty.

7. Fee appeals will not be considered for courses that the student has completed and or intends to complete and expects to retain course credit. Fee appeals will only be considered for completed courses where the student has support from their program and the Registrar for retroactive withdrawal from the course as noted in (3), (4) and (5).
8. Fees that were paid through OSAP, Bursary, Sponsorship or External agency may be refunded back to the funder rather than the student.
9. **The decisions of the Student Fee Appeal Committee will be final.**

Procedures

1. Students submitting a request for a Backdated Withdrawal may indicate on the form that they are also requesting a fee appeal.
2. Students submitting a fee appeal will be sent an email communication to their Brock email address from Financial Services acknowledging receipt of their appeal and informing them of the anticipated date of the next appeal committee meeting.
3. Fee appeals will be reviewed by the Student Fee Appeal Committee.
4. The Student Fee Appeal Committee will meet once per month to review appeals that have been submitted since the previous meeting. At some points in the year if volume of appeals warrants it the committee may need to meet more than once that month.
5. Decisions will be made based on written submissions. Appellants will not be permitted to make in person presentations to the committee.
6. The Committee can decide to defer a decision if it has questions for the appellant, or others related to the appeal, or wishes to request additional documentation. In these instances, the appeal will be brought forward to the next committee meeting.
7. The Committee members will be provided with the appeal material before the meeting for review in a format that is password protected and adheres to appropriate guidelines that protect privacy.
8. The Committee Secretary will record each of the decisions made by the committee and rationale for the decision and will communicate the decision to the appellant via their Brock email within 5 business days of the meeting where the decision was made.
9. The Committee will annually review all University fee policies and deadlines, this procedure and have training related to FIPPA expectations.