



Approving University Official(s): Academic Council

Responsible Unit: Provost

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Dispute Resolution Policy

Purpose

This policy establishes a clear and consistent framework for Dispute Resolution Policy (the "Policy") at Yorkville University ("Yorkville"). It provides guidance to ensure alignment with the institution's operational, academic, and regulatory obligations, and supports Yorkville's commitment to set out the principles that inform resolution of student grievances and appeals at Yorkville.

Scope

This policy applies to all students, faculty members, and staff members at Yorkville.

Definitions

Academic administrator – An academic staff member qualified to be a faculty member who occupies an academic leadership position at the Yorkville, campus, faculty, school, or program level, including Principal & Vice President Academics, Deans, Directors, and Chairs and associate- or assistant levels of these positions.

Academic staff members – Employees who support Yorkville's academic mission but are not faculty members.

Appeal – A formal request by a student to reverse or substantially change a decision made by a Yorkville faculty member, academic administrator, staff member, or other authority, as directed by relevant policies.

Faculty member – Any sessional, part-time, or full-time employee whose primary responsibilities include teaching, advising, curriculum work, academic governance, and scholarly activity.

Grievance – A formal or informal complaint by a student that a decision made by a Yorkville authority was wrong, unfair, contrary to policy, or unreasonable.

Members of the Yorkville Community – Includes students, faculty members, academic staff members, academic administrators, employees, agents, and board members of Yorkville, Toronto Film School, and/or Yorkville Education LP.

Petition – A request by a student for an exemption from Yorkville’s standard policies or rules, acknowledging the legitimacy of the rule but citing exceptional personal circumstances.

Student – Any person who is:

- Registered in one or more Yorkville courses (in-person or remote);
- Engaged in academic work that leads to a grade or assessment; and/or
- On an approved leave or between terms of active study.

Yorkville – Refers to Yorkville, the Toronto Film School, and all institutions under Yorkville Education LP.

Policy Statement

Resolution of student disputes at Yorkville will be guided by the following principles:

1. Collegiality and Respect

Students are encouraged to seek, and Yorkville faculty members, staff members, and administrators are expected to offer, informal opportunities to resolve concerns. Decision-makers must remain open to revisiting their decisions in light of new information or evidence.

2. Compassion and Concern for Well-Being

Where a petition, grievance, or appeal arises from unexpected health, compassionate, or medical circumstances beyond the student’s control, Yorkville will make reasonable efforts to provide relief.

3. Right to Fair, Impartial, and Evidence-Based Assessment

Students have the right to objective, evidence-based assessment, grounded in clearly communicated criteria and applied consistently. If a student believes an assessment is in error, they may request reassessment and, if needed, appeal.

4. Privacy

Dispute resolution processes will respect the privacy of all parties involved, within the bounds of applicable Yorkville policies and privacy legislation.

5. Confidential and Impartial Investigations

When a grievance involves allegations of misconduct (e.g., under the Student Code of Conduct or Prevention of Sexual Violence Policy), all parties are entitled to a confidential, impartial investigation and to know the resulting findings and outcomes.

6. Right to Appeal

Students may appeal decisions made by faculty members, academic administrators, committees, or other Yorkville authorities where grounds exist. Appealable decisions may stem from policies related to:

- Harassment and discrimination
- Violence prevention
- Student conduct
- Professional suitability
- Credit transfer
- Leaves of absence
- Advanced standing
- Course/program withdrawal
- Grading

- Academic integrity
- Academic standing (including probation)
- Academic dismissal

7. **Natural Justice**

Yorkville affirms students' rights to procedural fairness. This includes:

- **Right to Be Heard** – Students will have meaningful opportunities to respond to allegations through written submissions, rebuttals, or participation in a hearing.
- **Timely Notification** – Yorkville will promptly inform students of alleged policy breaches, providing sufficient detail to support an informed response.
- **Reasonable Accommodations** – Yorkville is committed to providing procedural accommodations to support diverse needs, including but not limited to health conditions, family responsibilities, and disabilities. Examples include:
 - Attendance of a support person during hearings
 - Submission of pre-recorded video or audio in lieu of written documentation
 - Verbal presentation of allegations
 - Flexible scheduling of hearings
- **Impartial Adjudication** – Grievances and appeals will be heard by individuals or panels free from bias or perceived bias.
- **Evidence-Based Decisions** – Decisions will:
 - Be grounded in the **balance of probabilities**
 - Align with **Yorkville policies**
 - Be clearly communicated in **accessible English**
 - Include written **rationales** outlining the evidence and reasoning used
- **Timeliness** – All grievance and appeal processes will proceed without unnecessary delay.

Related Information

- Academic Accommodations and Accessibility Policy and Procedures.
- Academic Integrity and Honesty Policy and Procedures.
- Accommodation for Religious Observance Policy and Procedures.
- Discrimination and Harassment Policy and Procedures.
- Gender Inclusion Policy and Procedures.
- MACP Professional Suitability Policy and Procedures.
- Prevention of Sexual Violence Policy and Procedures.
- Student Code of Conduct Policy and Procedures.
- Student Grievances and Appeals Policy and Procedures.
- Standing Committee on Academic and Student Conduct Appeals Terms of Reference.

Contacts

For questions regarding this policy, please contact:

Department/Office Name: Academic Governance Office

Email: academicgovernance@yorkvilleu.ca

Note: Names and structures of Yorkville offices or governing bodies may change over time. Such changes do not affect the validity of this policy. To confirm the current responsible office or body, contact the Office of Regulatory and Government Affairs at academicgovernance@yorkvilleu.ca.

Revision History

Version Code	Date	Summary of Changes	Authorized by (Title)
1.0	August 28, 2025	New policy	Academic Council
1.1	September 25, 2025	Updated to new template	-