

 BRANDON UNIVERSITY	Financial Appeals	Approved by: President's Administrative Council Administered by: Vice-President (Administration & Finance)
Administrative Policy	First Approved: June 12, 1996	Updated: November 2013; June 20, 2018

1.0 Scope

This policy applies to all students, staff, faculty and visitors to the University.

2.0 Policy

If an individual is not satisfied with the outcome of a financial matter with a unit or department at Brandon University, s/he may access a financial appeal process.

3.0 Definitions

- 3.1 Appeal – a verbal or written submission, from a member of the University community or public, which requests special consideration of an unresolved financial matter.
- 3.2 Closed – information or proceedings that only authorized parties are privy to.
- 3.3 Financial matter – any monetary or fee-related transaction with the University.

4.0 Accountability

The Vice-President (Administration & Finance) is responsible for the communication, administration and interpretation of this policy.

5.0 Review

Formal review of this policy will be conducted every three (3) years with the next scheduled review in June 2021. In the interim, this policy may be revised or rescinded if the President deems it necessary or if there are changes within legislation that require such.

6.0 Previous Policies

Financial Appeals Procedure (June 12, 1996; November 18, 2013)

7.0 Reference

- 7.1 Sources. Not applicable
- 7.2 Related documents
 - Financial & Registration Services, Tuition & Refund Information
<https://www.brandonu.ca/finance/student-resources/tuition-info/>
 - Ancillary Services, Residence Costs <https://www.brandonu.ca/residence/residence-costs/>
 - Ancillary Services, Parking Regulations
<https://www.brandonu.ca/ancillary/files/2010/08/ParkingRegulations2006.pdf>

Procedures

1.0 Process

1.1 Student Appeal for Financial & Registration Services

- a) A student may appeal verbally or in writing to the Accounts Receivable Office of Financial & Registration Services. The response to the student may be verbal or in writing.
- b) If unable to resolve the matter in the above referenced manner, the appeal in writing goes to the Director of Financial & Registration Services. The student's appeal should include an explanation as to why the usual rules and regulations do not apply to their situation.
- c) If still unable to resolve the matter, the appeal will be brought forward to the Vice-President (Administration & Finance) who shall seek the advice of the Financial Appeals Committee.
 - Financial & Registration Services will provide relevant documentation and shall normally attend the appeals hearing to answer Committee questions relating to the appeal.
 - The student shall have the right to present his/her case and to respond to any evidence presented.
 - The Committee may solicit additional information from within or outside the University.
 - Deliberations of the committee shall be considered "closed".
 - The Committee is to provide its recommendations in writing to the Vice-President (Administration & Finance). The decision of the Vice-President (Administration & Finance) is final.

1.2 Student Appeal of Ancillary Services

- a) A student may appeal verbally or in writing to the Ancillary Services Office. The response to the student may be verbal or in writing.

- b) If unable to resolve the matter in the above referenced manner, the appeal in writing goes to the Ancillary Services Manager. The student's appeal should include an explanation as to why the usual rules and regulations do not apply to their situation.
- c) If still unable to resolve the matter, the appeal will be brought forward to the Vice-President (Administration & Finance) who shall seek the advice of the Financial Appeals Committee.
 - Ancillary Services will provide relevant documentation and shall normally attend the appeals hearing to answer Committee questions relating to the appeal.
 - The student shall have the right to present his/her case and to respond to any evidence presented.
 - The Committee may solicit additional information from within or outside the University.
 - Deliberations of the committee shall be considered "closed".
 - The Committee is to provide its recommendations in writing to the Vice-President (Administration & Finance). The decision of the Vice-President (Administration & Finance) is final.

1.3 Non-Student Appeal

- a) Complainants may appeal verbally (or in writing) to the unit or department at the University with which is the unresolved financial matter. The response may be verbal or in writing.
- b) Appeal in writing to the Director, Financial & Registration Services. The response will be in writing.
- c) Appeal in writing to the Vice-President (Administration & Finance), who shall review all relevant documentation. The decision of the Vice-President (Administration & Finance) is final.

2.0 Financial Appeals Committee

2.1 Committee Composition for Student Appeal

- Dean, Student Services or designate (Chair)
- Student representative selected by Brandon University Students' Union (BUSU)
- One of:
 - For Financial & Registration Services, an Academic Dean or designate external to the faculty student is enrolled in; or
 - For Ancillary Services, Director, Business Operations.
- Director, Financial & Registration Services or Ancillary Services Manager (Non-voting)

2.2 Mandate of the Committee

- a) To hear appeals from students of the tuition and other fees or financial penalties applied to their accounts by Financial & Registration Services, and to provide recommendations, based on the evidence, to the Vice-President (Administration & Finance). The Vice-President (Administration & Finance), in consideration of the recommendations, will make the final determination.
- b) To, on occasion, provide recommendations to the Vice-President (Administration & Finance) on policy issues related to the creation and application of fee policies and financial penalties for both student and non-student account holders at Brandon University. The Vice-President, Administration & Finance, in consideration of the recommendations, will determine how to proceed with the recommendation. The Committee will not necessarily be involved in all policy decisions.

3.0 Proceedings and Records

A record must be produced for each appeal clearly stating the process followed and the decision made. All correspondence and other evidence must be attached to the record.

4.0 Contact Information for Inquiries and/or Appeals

Accounts Receivable
2nd Floor, Clark Hall, Brandon University
finreg@brandonu.ca
(204) 727-9724

Ancillary Services Manager
McMaster Complex, Brandon University
nicholj@brandonu.ca
(204) 571-7852

Director, Financial & Registration Services
2nd Floor, Clark Hall, Brandon University
notoa@brandonu.ca
(204) 727-7341

Office of the Vice-President (Administration & Finance)
2nd Floor, Clark Hall, Brandon University
admin.finance@brandonu.ca (204) 727-9723.
