



PROCEDURE FOR CONFLICT RESOLUTION

Student – Course Director/Instructor

General Policy: All matters related to courses are the responsibility of the course director. The course director will be responsible for all inquiries including requests for reviews of marks. The Graduate Program Director and Committee assume responsibility only as the matter affects the registration of the student in the program.

1. General Information (Red Book), p.20, Section 8.2 states, "Students have the right ... to an impartial and competent review of any mark". For final examinations, an opportunity will be arranged for any student to view his/her final examination under supervision, but no part of the examination may be removed.
2. The student must meet with the professor to review the mark. In the case of final examinations, the course director would supervise the review. The course director will conduct an informal re-read of any specific answers questioned by the student and generally survey the examination for obvious bias. This may involve sending a copy of the question(s) to another instructor who assigned the mark to request written justification of the mark or re-evaluation. If requested, the marking instructor will meet with the student. If the student makes his/her case, the marking instructor or the course director (usually in consultation) may adjust the mark and submit the change to the Office for Graduate and Postgraduate Studies. If the student remains unsatisfied, he/she may proceed to request a formal re-read of the entire examination according to McGill Policies.
3. Formal re-reads can only be requested if a change upwards in the letter grade for the course is possible as a result. The time limit for a re-read is 30 days after the posting of the final marks for the course or 5 working days for work that has been graded during the course.
 - A request for a re-read must be made to GSO in writing
 - A re-read costs \$35
 - The re-reader's grade will replace the original grade whether higher, lower, or the same
 - The re-reader's grade cannot be challenged



Student – Supervisor

In situations of conflict with your thesis supervisor, follow these steps one at a time in the following order:

- Speak to your supervisor. It is important to raise issues as they arise; do not let them fester and worsen. For serious issues, politely confirm discussions in writing to ensure both parties have an understanding of the points discussed and expectations
- Clarify regulations and policies with the Graduate Program Coordinator and/or your administrative mentor
- Speak informally with other members of your advisory committee and if necessary, your Administrative Mentor or Graduate Program Director
- Arrange and hold an advisory committee meeting
- Speak to your Graduate Program Director
- Speak to the Ombudsperson
- Speak to the Associate Dean (Graduate Studies)

Supervisor – Student

In situations of conflict with a student under your supervision, follow these steps one at a time in the following order:

- Regulations and policies with the Graduate Program Coordinator or Graduate Program Director
- Speak informally with other members of the student's advisory committee and if necessary, the student Administrative Mentor and the Graduate Program Director
- Arrange and hold an advisory committee meeting
- Speak to your Graduate Program Director
- Speak to the Associate Dean (Graduate Studies)