



## Knox College Student Complaints & Appeals Policy

For academic complaints, the TST Basic Degree Handbook section 16.2 outlines the process. Students should first seek informal resolution. If that is not possible or is unsuccessful, the student may file a written appeal with the Academic Dean, along with any supporting documentation. The Academic Dean will investigate and prepare a decision. If the student is unsatisfied, they may file an appeal to the TST Basic Degree Academic Appeals Committee. There is a separate policy for appealing dismissal from a Basic Degree program.

For non-academic complaints, students should first seek informal resolution. If that is not possible or is unsuccessful, the student may file a written complaint with the Academic Dean. The Academic Dean, in consultation with the Principal, will determine which college policy the complaint falls under. The appropriate policy and procedure will then be followed.

*Confirmed by the Academic Office  
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