

Refund Appeals Standards and Process

Authority

Fees are determined by the Board of Governors of the University. Fee assessment is the responsibility of Financial Services and the Registration and Student Finance Office. The Refund Appeals Committee is empowered to consider exceptional circumstances surrounding a refund. The Refund Appeals Committee has delegated to the Associate Registrar, Registry Officer and Residence Director (for residence fees only) the power to approve appeals that fall within the parameters outlined below.

What is a Refund Appeal?

A Refund Appeal is a request from a student for a refund of tuition, and student fees in excess of the normal refund percentages as stated in the Academic Calendar, or residence occupancy and meal plan fees in excess of the refunds specified in the Academic Calendar and Residence Agreement. Fees for specific services (e.g. Graduation Fee, ELSAT and Math Skills Test fees, ID Card Replacement fee, Lab printing Fee, Insurance coverage, Athletics fees, course material fees), non-refundable deposits (e.g. tuition deposit, residence deposit, new international student deposit), or conditionally refundable deposits (e.g. residence damage deposit, uniform and key deposits) are not appealable.

What are Legitimate Grounds for a Refund Appeal?

Please note that a refund appeal is a confidential process and all documentation is kept only in Refund Appeal Committee files.

Legitimate refund appeals fall into one of the following categories:

- The student is forced to withdraw from a class for medical or like reasons.

In cases of withdrawal from classes for medical, psychiatric, or psychological reasons the appeal must be supported by documentation from a physician, counsellor, health care provider, or social worker as is relevant to the situation. This documentation does not need to provide significant detail on the condition, but must include a statement that in opinion of the professional the student must discontinue studies in whole or in part. These grounds may also include discontinuing studies in order to care for a family member who is seriously ill where no alternative arrangements are possible. In this situation medical documentation of the condition of the individual being cared for must be presented, along with documentation of the requirement that the student provide the care for this person.

- The student was unable to comply with published deadlines and procedures due to a personal emergency

Personal emergency would include medical reasons, a death or illness in the family, or automobile accident. In this case, documentation of the emergency must be supplied which would include medical certification, death certificate, funeral card, or police report.

- The student has had their registration affected by administrative mistakes.

When an appeal is submitted based on these grounds, the error must be documented not only by the student but also by the faculty or staff member involved.

What are not Legitimate Grounds for a Refund Appeal?

Students are responsible for their own registrations, including course selections, course additions, course drops and withdrawals. Students are responsible to be aware of and comply with relevant dates and deadlines and procedures. This information is provided widely.

Students may not appeal for the following situations:

- Ignorance or misunderstanding of dates, deadlines, regulations and procedures
- Failure to complete procedures as required
- Registering for courses in which credit has already been received either for coursework at King's or by transfer credit (provided that the transfer credit assessment was issued prior to the add/drop date of the relevant term)
- Registering for a course without the appropriate pre-requisite or co-requisite, even with instructor permission
- Failing to attend a course for which the student is registered
- Personal financial difficulties, including registering for classes pending approval of student loans which are not approved or third party financing which is not forthcoming
- Personal financial difficulties due to the loss of financial aid due to subsequent disqualification for the financial aid item
- Withdrawing from a class in order to take employment (with the exception of members of the Canadian Armed Forces or police services who are deployed by order of the government)

What is the process for launching an appeal?

A Refund Appeal is launched by the completion and submission of a Refund Appeal Form and all supporting documentation. This form is available through the Registration and Student Finance Office web server at <http://registry.kingsu.ca/>

This form must be signed by the student and received by the Registration and Student Finance Office. In exceptional circumstances, where the student has suffered incapacitating injury or illness, a King's staff member may complete this form on the student's behalf. It is vital that all relevant information and documentation be supplied with the appeal.

Refund appeals and accompanying documents must be received prior to the end of exams for the term to which the appeal applies.

Refund appeals should be submitted by one of the following means.

- In-person at the Registration and Student Finance Office
- As an attachment to an email to Registrar@kingsu.ca
- By fax marked "Attention: Registration and Student Finance" to 780-465-8321
- By mail to:

Registration and Student Finance
The King's University
9125- 50 Street
Edmonton, AB T6B 2H3

How is a refund appeal decision made?

All appeals will receive a fair and sympathetic hearing, and if the case has merit will be granted.

Once the appeal submission is complete – including the receipt of all documentation – the Associate Registrar, Registry Officer or Residence Director (residence fees only) will consider and make a ruling. These individuals may refer the appeal to the Refund Appeals Committee if it falls outside the criteria outlined in this document, or may rule to grant or deny appeals that are covered by this document. A formal letter will be issued which will also be included in the student's permanent file and the appeal will be filed with the Refund Appeals Committee.

What happens if my appeal succeeds?

Should an appeal for tuition or fees be successful, the student would normally be granted the refund amount based on the previous refund period. That is, if the course withdrawal occurred during a period where no refund is given, a 50% refund would be granted. If the withdrawal occurred during a 50% refund period, a 100% refund would be granted.

Should an appeal for occupancy or mealplan fees be successful, refunds will be based on the pro-rated period of occupancy and the pro-rated period of holding a mealplan (or actual amount spent whichever is greater) calculated in weeks.

All refunds are less the non-refundable deposits.

The student's account will be credited by the amount determined in the ruling. Note however, that all refunds are less the non-refundable deposits. Should this produce a credit balance on the student account a refund may be issued as appropriate given the student's student loan status and payment mechanisms. In some rare cases, the amount credited must be held on the student account against a future fee assessment.

What can I do if my appeal is unsuccessful?

Further appeals of decisions rendered by the Associate Registrar, Registry Officer or Residence Director may be made to the Refund Appeals Committee and must include an additional letter from the student indicating the grounds for disagreement with the original decision. This committee meets once per month as needed, and so such appeals may take additional time. The committee reserves the right to grant the further appeal, reject the appeal, or even reverse a previously granted refund if the amount is being appealed.

Decisions of the Refund Appeals Committee are final and may not be further appealed.

Refund Appeal

Contact Information

Last Name	First Name	Middle Name	
Address	City	Province	Postal Code
Telephone	E-mail		

Year and Term: _____

List the Class(es) involved in this appeal:

Course Code	Course Title	Date Withdrawn

List the Residence Occupancy and Mealplan involved in this appeal:

Occupancy	Mealplan	Date Moved Out

GROUNDS FOR APPEAL This form should be accompanied by a **letter** under your signature outlining the reasons for your appeal as well as the **necessary documentation**. Appeals must be submitted prior to the end of the term to which they apply. Any information provided in this appeal is held in the strictest confidence.

Please **check the box** which best describes the reason for your appeal.

- Medical reasons. Supporting documentation from your health care provider confirming a condition of a medical, psychological, counselling or like nature is required.
- Compassionate grounds (e.g. illness or death of a family member or similar extenuating circumstances). Supporting documentation (e.g. funeral card, obituary, copy of a death certificate, letter from a health care provider, etc.) is required.
- Administrative Error. Supporting documentation from the King's employee who made the error (e.g. wrong advice, clerical mistake) is required.
- Other. Please provide a detailed written explanation in your fee appeal letter, along with any relevant documentation.

Declaration: I certify that all statements made in connection with this appeal are true and complete in all respects, and that no information has been withheld.

Student Signature: _____ **Date:** _____

Institution Use Only

Decision: _____ Date: _____

Grounds: _____

Signature: _____

- Letter with copies: to Financial Services to Student File to Committee File
- Fee Export