



POLICY: Financial Appeals (Policy)		POLICY NUMBER: AC-2-15
		PREVIOUS/REPLACES: New Policy
APPROVED BY: Executive Council	EFFECTIVE DATE AS OF: August 1, 2025	PRIOR VERSIONS: New

See the related [PROCEDURES](#)

Policy Statement:

Students have the right to expect MITT to operate within a clear policy and process for acknowledging and deciding on financial appeals. The Financial Appeals policy describes the specific circumstances in which a student may have grounds to appeal for a full or partial refund of tuition and/or fees. The related Financial Appeals procedures ensure that students have access to a fair and transparent appeals process.

Scope:

This policy applies to post-secondary and post-graduate programs delivered online, in-classroom, and hybrid (online and in-classroom). It does not apply to high school, Adult Learning Centre, English language, Continuing Education, or corporate or industry training programs or courses. Please refer to relevant policies for these program areas.

Policy:

1. It is the student’s responsibility to be aware of MITT’s payment policy, processes, deadlines, refundable and non-refundable fees, and all withdrawal and refund requirements, schedules, and dates.
2. Students are responsible for understanding the direct and indirect costs of studying at MITT and are responsible for paying all applicable tuition and fees for programs, and courses for which they apply and are registered.
3. Whether or not students complete the program or course, they are responsible academically and financially for all aspects of their studies at MITT. Tuition and fees are non-negotiable, whether students are taking courses on campus, at offsite locations, or online/by distance.
4. If students choose to withdraw from MITT programs by published deadlines, they receive a refund of refundable tuition and fees based on the Tuition and Fee Payment and Refund policy and procedures. If they withdraw after refund deadlines, they are not eligible to receive a refund, except in the very specific circumstances outlined in MITT’s Tuition and Fee Payment and Refund policy and procedures.
5. In rare circumstances, a full or partial refund may be granted through the financial appeal process. Clear supporting documentation is required, and MITT reserves the right to determine whether circumstances warrant an appeal. Possible grounds for an appeal being granted include:



- a. Medical Grounds – the student is unable to continue with their courses due to illness, or health issues which occurred during their program of study.
 - b. Compassionate Grounds – the student experiences a death in their immediate family during their program of study which significantly impacts their ability to continue with their program.
 - c. Other circumstances beyond the student’s control – during their program of study, the student experiences an unexpected crisis or significant personal situation that prevents them from continuing with their studies.
6. The following circumstances are not grounds for a financial appeal to be granted:
- a. Financial need.
 - b. Change of plan.
 - c. Failure to pay tuition and fees.
 - d. Failure to attend classes.
 - e. Workload difficulty, or scheduling issues.
 - f. Issues pertaining to course/program content or instructor performance (please refer concerns and feedback to the relevant department).
 - g. Legislative or policy changes at agencies outside of MITT, e.g. federal or provincial governments.
 - h. Claims of being unaware of any MITT rule, policy, or process.
 - i. Disagreement with any MITT rule, policy, or process.
7. Students bear the burden of proof when establishing their claim during an appeal. Students may be required to provide additional information or evidence to prove a family relationship and/or demonstrate that their appeal has sufficient grounds to be considered.
8. Supporting documentation submitted in a language other than English may require translation.

Administration:

The Vice-President, Academic and Vice-President Finance and Campus Services are responsible for ensuring this policy is adhered to.

Review:

This policy is reviewed by Executive Council and Academic Council every five years. This policy shall remain in effect until amended or revoked regardless of the five-year review.



References:

Student Withdrawal Policy (AC-2-1)

Student Appeals Policy (AC-2-2)

Academic Standards Policy (AC-2-10)

Tuition and Fee Payment and Refund Policy
(AC-2-16)

Admission Policy (AC-2-17)

[Academic Schedule](#)

[Financial Aid and Awards](#)

[Tuition Refund Schedule](#)

Definitions:

Appeal: The appeal process is designed for students who want to contest academic or administrative decisions.

Appellant: A student who appeals to a decision about themselves

Grounds for appeal: The rationale or basis for the appeal.

Applicant: Refers to an individual applying to a program of instruction at MITT.

Student: An individual who is actively registered in an MITT program.

Domestic Student: Refers to a student who is lawfully eligible to study in Canada due to citizenship, residency or protected status (also referred to as an Indigenous Learner, Permanent Resident, Protected Person, Refugee Claimant, Canadian Citizen etc.)

International Student: Refers to students who require a study permit to lawfully study in Canada, including a foreign national who is authorized under the Immigration and Refugee Protection Act (Canada) to enroll as a student in an educational institution in Canada.



POLICY: Financial Appeals (Procedure)		POLICY NUMBER: AC-2-15
		PREVIOUS/REPLACES: New Policy
APPROVED BY: Executive Council	EFFECTIVE DATE AS OF: August 1, 2025	PRIOR VERSIONS: New

See the related [POLICY](#)

Procedures:

1. Prior to submitting a financial appeal, students must first withdraw their application or withdraw from their program of studies.
2. If a student has been deemed ineligible for a refund and believes that an error has been made, the student must first try to resolve the problem with the finance department or other department as applicable. Students submitting an appeal must demonstrate that a reasonable attempt was first made to resolve the problem at the department level.
3. If the problem cannot be resolved at the department level, it is the student’s responsibility to contact Financial Appeals (financialappeals@mitt.ca) to initiate an appeal.
 - a. MITT Admissions handles applicant financial appeals, i.e. appeals during the admission process and/or before to the first day of classes.
 - b. The registrar’s office handles student financial appeals that are received after classes begin.
4. Students are required to submit their appeal using the Financial Appeals form, which can be found on the MITT website or provided by the relevant point of contact.
5. Students are encouraged to consult with a Student Advisor (studentservices@mitt.ca) prior to submitting an appeal for advocacy and guidance regarding the process and documentation.
6. Three levels of decision-making and authority exist for financial appeals. The acceptable grounds for financial appeals are limited and clearly defined, therefore financial appeals will be addressed at the lowest possible level:
 - a. First level:
 - i. Designated Authority:**
 - I. The Associate Registrar, Admissions (or designate) has the authority to grant, escalate or deny applicant financial appeals.
 - II. The Associate Registrar, Student Information and Services (or designate) has the authority to grant, escalate or deny student financial appeals.



- ii. **Timelines:** Financial appeals must be initiated by the student within four (4) months of their withdrawal date.
 - iii. Decisions at the first level will be communicated to students within 15 business days of receiving the appeal.
- b. Second level:
- i. Appeals at the second level are limited to situations that are too complex to be resolved at the first level, or if there are concerns about error, bias, unfairness, or inappropriateness of the decision made at the first level.
 - ii. **Designated authority:** The registrar (or designate) has the authority to grant or deny second level financial appeals.
 - iii. **Timelines:**
 - I. Complex financial appeals that cannot be resolved at the first level are escalated by the designated authority to the second level within 10 business days of receiving the appeal.
 - II. Students contesting a denied appeal due to error, bias, unfairness, or inappropriateness of the decision at the first level must initiate a second level appeal within 10 business days of being informed of the decision at the first level of appeal.
 - iv. The burden of proof is upon the student to provide evidence that they have been treated unfairly, inappropriately, or with error or bias at the first level.
 - v. New information is not reviewed at the second level. If additional information is available that was not reviewed at the first level, the student may resubmit the first level appeal one time only, within 10 days of the first level decision.
 - vi. Decisions at the second level will be communicated to students within 15 business days of receiving the second level appeal.
- c. Third level:
- i. The third level of appeal involves MITT's Appeals Committee. Financial appeals at this level are limited to concerns about error, bias, unfairness, or inappropriateness of the decision made at the second level.
 - ii. **Administrative fee:** The student is required to pay a \$100 administrative fee to request a review and decision by the Appeals Committee. If the student is successful in their appeal, the administrative fee will be refunded; if the student is not successful, no refund will be granted.
 - iii. **Timelines:** Students who are contesting a denied appeal due to error, bias, unfairness, or inappropriateness of the decision at the second level must initiate a third level appeal within 10 business days of being informed of the decision at the second level of appeal.
 - iv. Authority to Convene:
 - I. The Appeals Committee Chair has the authority to decide on the appeal and may convene a hearing of the appeals committee.



- II. If insufficient evidence of unfair or inappropriate treatment, or error/bias at the second level is submitted, the decision of the Appeals Committee Chair to deny an appeal is final.
 - v. **Appeals Committee Hearing:** In cases where the Appeals Committee is convened to review a third level financial appeal, the Appeals Committee procedures and timelines outlined in Student Appeals Policy AC-2-2, procedures 3a to 3g will be used.
 - vi. Where a hearing is convened, MITT's Appeals Committee has the authority to grant or deny third level financial appeals. The decision of the Appeals Committee is always final.
 - vii. The burden of proof is upon the student to provide evidence that they have been treated unfairly, inappropriately, or with error or bias at the second level.
 - viii. New information is not reviewed at the third level. If additional information is available that was not reviewed at the second level, the student may resubmit the second level appeal one time only, within 10 days of the second level decision.
 - ix. Decisions at the third level will be communicated to students within 15 business days of receiving the third level appeal or within 15 days of the Appeals Committee hearing, if applicable.