



Updated: April 30, 2021

Refund Policy

L'Association Étudiante du Collège Glendon
Glendon College Student Union

L'association Étudiante Collège Glendon | Glendon College Student Union

LOCAL 93 - CANADIAN FEDERATION OF STUDENTS

2275 BAYVIEW AVE, NORTH YORK, ON M4N 3M6 | AECGCSU.COM | 416.736.2100 EX. 88230

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Preamble

It remains the GCSU's position, based on numerous years of historical precedent, tradition and longstanding financial practice, that we do not issue refunds as a general rule for purchases to any of our events, services or initiatives. However, in extenuating circumstances, the union recognizes that refunds might have to be facilitated in keeping with its broad vision outlined in its governing documents, and in accordance with our core principles of transparency and accountability to our membership. In such extenuating circumstances which shall be determined by the Chief Financial Officer in due consultation with the member of Council whose event, service or initiative is being impacted and the President, the following mechanisms shall be brought to bear.

Definitions

Refund Officer: The individual who for the purposes of this policy shall be responsible for facilitating the process on behalf of the union. This shall be the Chief Financial Officer or the President in the case of absence or vacancy of the Chief Financial Officer position.

Appellant: For the purposes of this policy, any person(s) or entity seeking a refund from the GCSU for a purchase made.

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1. Process

- I. The Appellant shall fill out a refund form of the GCSU, which they may obtain from the Refund Officer;
- II. The form(s) once filled out shall be returned to the Refund Officer, within ten (10) business days of receipt by the Appellant, either in person, by mail or via electronic means;
- III. Upon submitting the form, the Appellant shall endeavour to provide the original means of payment, as well as proof of payment in order to be reimbursed;
- IV. The Refund Officer shall have discretion over what shall be considered sufficient proof of payment;
- V. In situations where the Appellant has communicated to the Refund Officer that they are unable to provide the original means of payment, the Refund Officer shall have the discretion to determine what further steps should be taken in keeping with best financial practices;
- VI. Upon receipt of all relevant documentation the Refund Officer shall endeavour to release the concerned funds to the Appellant within twenty (20) business days;
- VII. The Refund Officer shall strive to keep a detailed log and records of the entire process for the completion and success of the year end audit and the union's posterity.

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2. Appeals

- I. Should the Appellant be dissatisfied with the refund process and wish to appeal a decision of the Refund Officer, they may do so in writing to the Speaker within twenty (20) business days. In the absence of a Speaker or the situation that the Speaker is the appellant, the appeal will be submitted to the Finance Committee through the General Council email.;
- II. The Speaker upon receipt of said appeal shall forward it to the Finance Committee for consideration;
- III. The Finance Committee shall meet and consider the appeal within five (5) business days;
- IV. Given that the Chief Financial Officer or the President in case of vacancy, is the *de jure* Chair of the Finance Committee, and to ensure neutrality, the Speaker shall chair said meeting in which the appeal is being considered;
- V. The Finance Committee shall decide with a two thirds ($\frac{2}{3}$) majority vote the results of the appeal and shall provide both the General Council and the Appellant with a detailed written report of said decision and the justification;
- VI. The Appellant shall strive to provide the Finance Committee with as detailed an account of the process from their perspective as possible, as it shall be based on this written submission included in their appeal that the Finance Committee shall make their decision.

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