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Grievance Procedure – Steps To Resolution

1. Students who wish to raise a specific complaint regarding the University's compliance with the Americans with Disabilities Act (ADA) may request assistance from the Office of Diagnostic Testing and Disability Services to try to informally resolve the issue with faculty or staff.
2. If step 2 becomes necessary, the student should document the complaint in writing. The documentation should be given to the Administrator of Diagnostic Testing and Disability Services within 30 calendar days of the root or trigger event. The written complaint must include a) concise statement of the University rule or policy the student upon which the is grievance is based; b) the date of any action the student is appealing; c) summary of actions the student has taken or has been offered to resolve the matter informally; and d) documentation which supporting the complaint. The complaint and documentation will be forwarded to the appropriate administrator as specified by the issue. These documents will be reviewed by the appropriate administrator who shall meet with the student within 10 calendar days of the receipt of the documentation to gather more information and attempt to resolve the conflict. The appropriate administrator shall respond in writing to the grievance within 15 calendar days. It is recommended that the written response be mailed to the student by certified mail, return receipt requested.
3. If the appropriate administrator is not able to reach a resolution, the student may file the grievance in writing to the Provost and Senior Vice President for Academic and Student Affairs within 10 calendar days of receipt of the response from the appropriate administrator. The Senior Vice President for Academic and Student Affairs or designee shall conduct a meeting with the student and all persons involved in the grievance and shall, within 30 calendar days issue a written answer to the complainant. A copy of the written decision of the Provost and Senior Vice President for Academic and Student Affairs or designee shall be provided to the Office of Diagnostic Testing and Disability Services, the Dean and department head and the faculty person. The ADA Compliance Officer shall maintain the files and records relating to the complaints filed.
4. The Provost and Senior Vice President for Academic and Student Affairs or designate makes the final decision.

Appeals

The right of a person to a prompt and equitable resolution of a grievance should not be impaired by the person's pursuit of other remedies such as filing a complaint with a responsible federal department or agency. Although individuals have the right to pursue appeals through external channels, they are encouraged to use internal mechanisms to resolve disagreements. Note: The student should continue to receive reasonable academic adjustments while the written complaint and appeal are under review.