

Grievance Procedure and Students with Disabilities

Summary

The Center for Accommodation and Access attempts to resolve disputes or complaints for students with disabilities on an informal basis by assisting the communication process between the parties involved.

Purpose

This document outlines the steps to resolve disputes or complaints for students with disabilities.

Procedure

The Center for Accommodation and Access attempts to resolve disputes or complaints for students with disabilities on an informal basis by assisting the communication process between the parties involved. In compliance with The American with Disabilities Act of 1990 (ADA), 38 CFR.105; 35.150 © and (d) and the Rehabilitation Act of 1973, Section 504, the following is the grievance procedure for students with disabilities.

While it is not a requirement, the Center for Accommodation and Access strongly encourages the student to first meet with the faculty or staff where the dispute occurred. If the dispute cannot be resolved or the student does not want to meet with the faculty or staff member, the student may consult with the Center for Accommodation and Access or file a grievance at

https://publicdocs.maxient.com/reportingform.php?ColumbusStateUniv&layout_id=8

.The student should understand, until s/he has properly filed a grievance the situation will not be reviewed for action.

This kind of grievance involves matters directly associated with the student's accommodations registered with the Center for Accommodation and Access. Other types of appeals, grievances, or general complaints can be addressed at

<http://aa.columbusstate.edu/appeals/index.php> or contact the Office of the Dean of Students. Matters possibly involving discrimination against protected classes will be promptly forwarded to the university's Affirmative Action Officer for handling.

This process is not available to challenge university or ADA policies; although an alleged

improper application of policy may be considered. The student commences a grievance by completing the [Center for Accommodation and Access Grievance Form](#) , submitting it and appropriate supporting documentation to the Director of Center for Accommodation and Access. If the Director is unavailable within three university working days, or if the individual named in the grievance is the Director of Center for Accommodation and Access, the grievance should go to the Assistant Vice President for Student Affairs. If the Assistant Vice President for Student Affairs is named in the grievance, the grievance should be submitted to the Office of the Dean of Students for review. The appropriate recipient of the grievance is hereafter referred to as The Reviewer. Communications with the student will be sent via the student's CSU email address unless the student has submitted a written request for an alternative form of contact.

Unless the Vice President for Student Affairs approves an extension, the student should submit the grievance not more than ten university working days after the start of the term immediately following the term in which the dispute occurred. Ordinarily, The Reviewer will acknowledge receipt of the grievance and notify the faculty or staff member of the grievance within three university working days of its receipt. The faculty or staff member named in the grievance must provide a written response to the charges within ten university working days of the date on which the grievance was submitted. The Reviewer will ordinarily send a decision to the student not more than twenty university working days after the grievance was filed. When more time is required, The Reviewer will notify the principals within the 20-day deadline that an extension is required. Upon a request by the faculty or staff named in the appeal, The Reviewer may suspend the process to allow time for the principals (student and faculty/staff) to discuss the dispute or participate in mediation. The Reviewer may require the student and/or the faculty/staff member to appear to discuss the case before rendering a decision. Either principal may also request a meeting with The Reviewer to discuss the appeal before a decision is reached.

The Reviewer will write a decision that articulates the relevant facts of the case and the outcome. The document must include: Specific Charges, Findings of Fact, Conclusions, and Actions To Be Taken.

Related USG Policy

4.1.5 Students with Disabilities

Last Update

5/25/17

Responsible Authority

Director of the Center for Accommodation and Access