Grievance Procedure

The Office of Student Disability Services (OSDS) upholds the rights of a student to secure academic accommodations in accordance with the American with Disabilities Act (ADA). Further, OSDS maintains a philosophy of student self-advocacy and the right to pursue a grievance through the Equal Opportunity Office. Should a student registered with OSDS feels he/she has not been treated in a fair or professional manner with regard to accommodations; the student is encouraged to follow these procedures:

**Student Responsibilities:**

1. The student should discuss his/her problem(s) with the instructor of the course or appropriate department representative (i.e. housing, facilities management, library, etc.) directly, unless extenuating circumstances prohibit doing so.

2. If a conversation with the course instructor or department representative does not settle the situation, the student should then discuss the problem with the head of that department.

3. If a meeting with the department head does not resolve the grievance, the student should discuss the problem(s) with the Coordinator of Office of Student Disability Services.

4. If the Coordinator of Office of Student Disability Services is unable to assist in resolving the problem(s), the Director of the Office of Student Disability Services will advise the student of appropriate procedures for the next steps and the contact person involved.

5. If the Director of the Office of Student Disability Services is unable to assist in resolving the problem(s), the Director will advise the student of appropriate procedures for the next steps and the contact person involved.

**The Office of Student Disability Services Responsibilities:**

1. Student should discuss situation with the Coordinator of the Office of Student Disability Services in an effort to reach resolution.

2. If the Coordinator is unable to assist in resolving the problem(s), the student will be referred to the Director of the Office of Student Disability Services.

3. If the Director of the Office of Student Disability Services is unable to assist in resolving the problem(s), the Director will advise the student of appropriate procedures for the next steps and the contact person involved.