



Disability Support Services Grievance and Appeal Procedure

1. The student needs to schedule a meeting with the DSSC staff member who evaluated their documentation and/or request for accommodation and discuss their concerns. If an accommodation is related to a specific course, the student's faculty member may be asked to attend the meeting.
2. If the student is not satisfied with the outcome of the meeting, the student should make an appointment with the Coordinator of Disability Support Services Center within ten (10) working days of the meeting with DSSC staff.
3. The day of the appointment the Coordinator will give the student a Grievance Form to complete inclusive of:
 - Name, address, phone number of the complainant
 - Location, date and description of the problem
 - Instructions to the complainant as to the time requirements for filing a complaint
 - The individual with whom the complaint should be filed
 - The time within which a response should be expected.
 - Instructions as to how an appeal of the decision can be made
4. An informal but thorough investigation will be conducted by the Coordinator, allowing all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint
5. The Coordinator will make a decision regarding the grievance within ten (10) working days of the meeting with the student and attempt to notify the student immediately. Notice will be in writing by mail or email as to a description of the resolution.
6. The Coordinator will maintain the files and records of the grievance for three (3) years.
7. If the student is not satisfied with the result of the meeting with the Coordinator or the complaint is with the Coordinator the student should then request a meeting with the Dean of Student Development within 10 business days.
8. If the grievance goes to the Dean of Student Development, he or she will review all of the documents and bring together all parties in an effort to equitably resolve the complaint. The decision of Dean will be shared with the Assistant Attorney General to make sure that it is fair and in compliance with the governing laws.