

## DISABILITY GRIEVANCE POLICY & PROCEDURE

The Learning Support Office coordinates reasonable accommodations for students documented with either a cognitive, psychological, or physical/medical disability in order to ensure equal access to the educational experience. The Disability Grievance Policy & Procedure is available to students who believe they have been denied equal access under Section 504 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), and/or the Fair Housing Act (FHA).

### PURPOSE:

The Disability Grievance Policy & Procedure seeks to ensure the successful resolution of any concerns, disagreements, or complaints impacting a student registered with Learning Support for disability accommodations by:

- Encouraging students to proactively converse with other parties initially in an effort to seek resolution, and utilize mechanisms for further assistance
- Providing a detailed policy and procedure for achieving resolution
- Executing a timely remediation from a board of appropriate faculty/staff
- Offering a centralized and consistent approach to intervening with and resolving disability related grievances

### THE DISABILITY GRIEVANCE PROCEDURE:

A student registered with Learning Support for disability accommodations who believes they have been denied equal access to a campus program or service should engage the Disability Grievance Procedure. The following steps must be taken, in order, to attempt to effectively resolve the complaint:

1. **Independent Resolution:** Students should first attempt to resolve concerns independently by initiating a conversation with the faculty, staff, administrator, or student with whom there is a concern or disagreement. When all parties have the advantage of directly sharing their concerns, the matter can be resolved without further assistance.
2. **Reporting a Complaint:** If the situation remains unresolved after an attempt at individual resolution, the student should report their complaint to the Learning Support Office by requesting an appointment at [learningsupport@ccad.edu](mailto:learningsupport@ccad.edu). Concerns must be reported within 30 days of the alleged incident or situation, or when an independent resolution cannot be achieved. Upon receiving the appointment request, the Director or Dean of Students will contact the reporting student to schedule a meeting. At the meeting, the reporting student will have the opportunity to describe the alleged incident and provide any details they feel are relevant to the complaint. The staff member will also explain possible outcomes and procedures. Students are welcome to bring one support person to the meeting, however, the support person may not participate in the grievance process and the reporting student is responsible for presenting their complaint independently.
3. **Informal Resolution:** After reviewing the complaint with the reporting student, the Director and/or Dean of Students will meet with the other party and then, if necessary, meet jointly with both

parties with the intended goal of seeking a mutually agreed upon solution that preserves the reporting student's right to equal access while also maintaining CCAD's commitment to academic standards of excellence. If the complaint remains unresolved, it will be forwarded to the Accommodations Review Board (ARB) for formal resolution. The reporting student maintains the right to request the complaint be dropped rather than be forwarded to the ARB. In such cases, CCAD reserves the right to informally address the specifics of the complaint and to mandate corrections, when necessary.

4. **Formal Resolution Process:** If the complaint remains unresolved, it will be forwarded to the ARB, whose role is to formally hear and resolve disability related complaints that have not been resolved by informal methods. The process is as follows:
  - a. **Submit a Formal Complaint:** The reporting student must submit a formal, written complaint using the Disability Grievance Report form. If applicable, students may submit any relevant documentation as an attachment to the grievance report form or submit via email to [learningsupport@ccad.edu](mailto:learningsupport@ccad.edu). All documentation should contain the reporting student's name.
  - b. **Accommodations Review Board (ARB):** The complaint, along with any submitted documentation, will be forwarded to the ARB, which includes but is not limited to: the Director of Advising & Learning Support, the Dean of Students, and appropriate Program Chair.
  - c. **Notification of Outcome:** The ARB will meet in a timely manner upon receiving the formal complaint. The ARB will review the formal, written complaint and any attached documentation, and if necessary, contact the involved parties for points of clarification or additional information. All parties will receive written notification via CCAD email, outlining the decision of the case. The decision of the ARB is final.

#### FREQUENTLY ASKED QUESTIONS:

##### **To whom does the Disability Grievance Procedure apply?**

Any enrolled CCAD student registered currently with the Learning Support Office for disability accommodations is eligible to file a disability grievance.

##### **Are there additional avenues for resolution not outlined above?**

Filing a complaint through CCAD's Disability Grievance Procedure does not preclude a student's right to file a complaint with the Department of Education, the Department of Justice, the Federal Office for Civil Rights, the Ohio Civil Rights Commission, and/or Disability Rights Ohio.

##### **What if my concerns are directly with the Learning Support Office and/or Staff within?**

A formal, written complaint should be sent directly to the Dean of Student at [asanders@ccad.edu](mailto:asanders@ccad.edu), who will evaluate the situation and determine an appropriate resolution. If a satisfactory resolution is still not offered, the reporting student may choose to file a complaint with any of the additional avenues listed above.