

COMPLAINT AND GRIEVANCE PROCEDURES

For students with documented disabilities, the university is required to provide reasonable, appropriate and effective accommodations as long as they do not change the essential requirements of a course or major. The ADA requires that accommodations be developed in a give-and-take process between the institution and the student with a disability. For more information, see the section on Reasonable Accommodations.

If students with disabilities believe they have not received reasonable, appropriate and/or effective services or accommodations, they should:

- Before taking further action, immediately meet with a DRC staff member to discuss the issue or concern.
- Initiate a review process through written notification. The review will be completed within ten working days by the DRC staff, the ADA/504 Compliance Officer and other university personnel.
- Request the intervention by DRC staff if the nature of the disagreement is with a university staff member who appears unwilling to provide the approved accommodation(s). The staff member will be directed to provide the accommodation until the review process is completed.
- If unsatisfied with a decision, you may appeal the decision by contacting the ADA/504 Compliance Officer in the Diversity and Equity Programs located in Schwartz Hall – Room 100 or by calling (203) 392- 5491.