



Disability/Access Services Accommodations Appeals Policy

Students with disabilities who are requesting academic accommodations should follow the procedures for submitting qualified documentation to the Disability/Access Services in CASA. Any student who believes that reasonable accommodations have not been provided or who believes their rights have been denied by reason of a disability is permitted to file a complaint.

Level I: Informal Complaint

Students who wish to challenge an accommodation or who have a complaint about the accommodations they are receiving may file an *informal complaint* with the Associate Dean of Academic Success and Director of Disability/Access Services.

- A. **Instructor/Faculty:** Students who qualify for academic accommodations must present in a timely manner to their instructor the Documentation Confirmation letter from Disability/Access Services. If a student believes the instructor is not providing the academic accommodation as indicated on the Documentation Confirmation letter, the student should make an appointment with the Associate Dean of Academic Success and Director of Disability/Access Services. The director will promptly evaluate the situation and attempt to find a resolution through informal means. The instructor will be notified and consulted for resolution.
- B. **Administrative:** Students who believe they have not been given reasonable accommodations following review of documentation by Disability/Access Services may file a complaint. If the complaint is against the Coordinator of Access/Disability Services, the complaint will be made directly with the Associate Dean of Academic Success and Director of Disability/Access Services. If the complaint is against the Associate Dean of Academic Success and Director of Disability Services, the complaint will be made directly to the Provost and Vice President of Academic Affairs or designee. The Provost will evaluate the situation and attempt to find a resolution through informal means.

Level II: Formal Complaint

If the complaint against an instructor/faculty member is unable to be resolved through informal discussion, or if the student disagrees with the outcome, a *formal complaint* may be filed with the Provost and Vice President of Academic Affairs.

- A. Students should put their complaint in writing to the Provost and Vice President of Academic Affairs. The student's name and address and a brief description of the issue in question should be included in the formal complaint.
- B. The Provost and Vice President of Academic Affairs will conduct an independent and thorough review of the complaint and render a recommendation for resolution in writing. The Provost and Vice President of Academic Affairs written recommendation will be mailed to the student, the Dean of the College of the student's major, and the Associate Dean of Academic Success and Director of Disability/Access Services.

If the complaint involves harassment or discrimination, the formal complaint may be filed with the Director of Equal Opportunity, Title IX and ADA Compliance, located in Human Resources.

- A. Students should put their complaint in writing to the Director of Equal Opportunity, Title IX and ADA Compliance. The student's name and address and a brief description of the issue in question should be included in the formal complaint.
- B. The Director of Equal Opportunity, Title IX and ADA Compliance will conduct an independent and thorough review of the complaint and render a recommendation for resolution in writing. Director of Equal Opportunity, Title IX and ADA Compliance written recommendation will be mailed to the student, the Provost and Vice President of Academic Affairs, the Dean of the College of the student's major, and the Associate Dean of Academic Success and Director of Disability/Access Services.

Level III: Formal Appeal

If the student disagrees with the resolution recommended by the Provost and Vice President of Academic Affairs or the Director of Equal Opportunity, Title IX and ADA Compliance, the student may *appeal* the recommendation in writing within 10 business days of receipt of the decision. This appeal should be filed with the President of the University or designee.

- A. Students should put their complaint in writing to the President of the University. The student's name and address and a brief description of the issue in question should be included in the formal complaint.
- B. The President or designee will conduct an independent and thorough review of the complaint and render a recommendation for resolution in writing. The President's or designee's written recommendation will be mailed to the student, the Provost and Vice President of Academic Affairs, the Dean of the College of the student's major, the Associate Dean of Academic Success and Director of Disability/Access Services and the Director of Equal Opportunity, Title IX and ADA Compliance.