

Student Grievance Procedures Regarding Reasonable Accommodations

This procedure pertains to a complaint made by a student regarding fair and reasonable accommodations for a disability. This Grievance Procedure is designed to address disagreements or denials regarding requested academic accommodations and *is not intended to supersede other LVC policies*. The procedures outlined for grievances of this sort are consistent with those used in other academic matters, including grade appeals.

If the complaint concerns a charge of discrimination on the basis of a disability, the student should follow the College's procedures on unlawful discrimination found in the *Student Handbook*.

Initial Step:

Any student who is dissatisfied with or who believes he/she has been denied reasonable accommodations or denied access to a LVC program or service is eligible to file a complaint.

If the student believes an instructor or administrator has denied rightful accommodations, the student should contact the individual to question the decision. This must be done in writing within three days. If the matter is not resolved, the student should arrange a meeting with the instructor/administrator. If agreement is reached, the matter is settled. If not, the student may submit a written complaint to the Director of Disability Services stating the nature of the complaint, date(s) of alleged incident(s), information about attempts to informally resolve the complaint, and the results of such attempts. The written complaint must be submitted within 15 days of the incident.

When the grievance results from a decision made by the Office of Disability Services regarding a student's eligibility for academic or other accommodations, the student should submit the complaint to the Associate Dean of Academic Affairs (ADAA).

Mediation:

For complaints made against faculty: Within two weeks of receiving the student's complaint, the Director of Disability Services will schedule a meeting with the student and the faculty member against whom the complaint was made. If an agreement is reached at this level, the problem is resolved and no further action needs to be taken. If no agreement is reached, the student may proceed to the appeal stage.

For complaints made against the Office of Disability Services: The ADAA will schedule a meeting with the student and the Director of Disability Services within two weeks following receipt of the complaint. If an agreement is reached at this level, the problem is resolved and no further action needs to be taken. If no agreement is reached, the student may proceed to the appeal stage.

Appeal

Within ten days of completing mediation, the student will send to the Associate Dean of Academic Affairs (ADAA) a written request to have the case heard by an Appeals Board. The Associate Dean will, within 14 calendar days of receiving the written request, convene an

Appeals Board which will serve for the term of the appeal in question. The Board will be made up of three faculty members. The ADAA will serve as chair of the Appeals Board, as a non-voting member, and is responsible for documenting the events of the hearing. The student and the instructor and/or Director of Disability Services (if complaint is against ODS), must be present at the entire hearing, excluding deliberations. The student may be assisted during the hearing by an advisor from current students, faculty, administration or staff. This individual serves in an advisory capacity *only*. The advisor may not actively participate in the hearing. If the student requires accommodations during the hearing, he/she must make this known in advance to the ADAA.

The Appeals Board shall have 72 hours from the time it is convened to make a decision. Both the student and the faculty member/Director of Disability Services are to be notified in writing of the board's decision. The decision of the Appeals Board is final.