

Grievance Procedures

I. Informal grievance procedure.

Step One:

Any student with a documented disability who believes that s/he is eligible to receive academic accommodations other than those outlined by Learning Services on their University Accommodation Letter or who believe s/he is not getting the accommodations as outlined from an individual faculty member, an academic department, and/or a program should contact the Department of Learning Services immediately to discuss these concerns.

Timeline: All concerns must be brought to the attention of a Learning Services' professional staff member immediately so that an appropriate resolution can be achieved in a timely manner.

Concerns that are not brought to the attention of a Learning Service's professional staff member until after the semester is completed may not be addressed.

Step Two:

A student who believes that his/her rights are being violated, after meeting with a Learning Services' professional staff member, should schedule a meeting with the Director of Learning Services to resolve the issue. The Director of Learning Services will, upon meeting with the student, investigate the grievance and seek a resolution. This investigation may include a discussion among the parties involved—the student, faculty member, the academic department, and/or a program and will involve determining whether a mutually agreeable resolution can be achieved. The student will be notified of the result of the investigation via a written letter.

Timeline: Concerns that remain after meeting with a Learning Services professional staff member must be brought to the attention of the Director of Learning Services promptly so that an appropriate resolution can be achieved in a timely manner.

Concerns that are not brought to the attention of the Director of Learning Services until after the semester is over may not be addressed.

Step Three:

If the student believes that there is still no adequate resolution to the complaint, then the student has the right to file a written formal grievance with the Associate Provost's office.

A student should file a written formal grievance if the student believes that s/he:

- Has been denied reasonable academic accommodations by Learning Services, an individual faculty member, an academic department and/or program.
- Is not receiving the academic accommodations as outlined in the University Accommodation Letter at all or in a timely manner.

II. Formal Grievance Procedure:

Step One:

Students must submit their grievance, in writing, to the Associate Provost.

Timeline: Grievances must be submitted within fifteen days of the time the grievant becomes aware of the issue.

Concerns that are not brought to the attention of the Associate Provost until after the semester is completed may not be addressed.

Step Two:

The Associate Provost will investigate the grievance by gathering information from the student, Learning Services, the individual professor, and the department and/or program.

Timeline: Investigation to be completed within fifteen days of the submission of the written formal grievance to the Associate Provost's Office.

Step Three:

The Associate Provost will issue a proposed resolution and send it to all parties involved. This proposed resolution will become final if there is no further appeal to the Provost.

Timeline: Within seven days of receipt.

Step Four:

If a resolution has not been reached, then a written appeal may be made to the Provost.

Timeline: Appeals to the Provost must be received within five days of the issuance of the Associate Provost's proposed resolution.

Step Five:

The Provost has final jurisdiction in these matters and will issue a written decision.

Timeline: Within seven days of the submission of the appeal to the Provost.