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.