

GRIEVANCE PROCEDURE

I. Introduction

The Office of Accessibility & Accommodations at Culver-Stockton College strives to provide equal educational opportunities for students with disabilities as defined by the Americans with Disabilities Act (ADA) of 1990, as amended, and Section 504 of the Rehabilitation Act. In order to do so, every effort is made to balance the need for reasonable accommodations for access as demonstrated by appropriate documentation with the required skills and abilities necessary to succeed in various areas of study.

Decisions about reasonable accommodations needed for access involve a careful review of documentation by the Assistant Director of Student Success, Coordinator for Accessibility. On some occasions, experts may be consulted to review documentation to ensure that requested accommodations are reasonable and consistent with the documented disabilities and need for access.

Students who have concerns or complaints about College-provided disability accommodations, denials, or the accommodation process, or who have complaints regarding compliance with approved accommodations by Culver-Stockton College employees, are directed to this complaint procedure. While students are strongly encouraged to follow the steps in this procedure, a student need not go through each step before making a complaint with the U.S. Department of Education.

II. Complaint Procedure

Step 1: Informal Resolution

Before filing a formal complaint with the College per these procedures, students are asked to speak directly with the Office of Accessibility & Accommodations staff or with their instructor regarding the student's concern. Every reasonable effort should be made to resolve such an issue at this level.

If the matter is not resolved, the student should make an appointment with the Assistant Director of Student Success, Coordinator for Accessibility. The Assistant Director will meet with the

student as soon as possible and attempt to resolve the concern through support and mediation. If the matter is resolved, all involved parties will be notified by the Assistant Director by email of the resolution. If the student does not feel the matter is resolved, they may proceed to Step 2 below.

Step 2: Review by Associate Dean of Student Success

If the student's concern is not resolved through informal resolution, the student may file a written complaint to the Associate Dean of Student Success. The student must raise their concern within seven (7) business days. The Associate Dean will meet with the student and review information regarding the student's concern, reach a determination, and communicate that determination in writing to the parties involved.

Step 3: Appeal Process

If the student wishes to appeal the Associate Dean's decision, the student must submit a written statement to either the Provost regarding all academic accommodation complaints or to the Vice President of Student Experience for complaints regarding campus accessibility within seven (7) business days. The Vice President or Provost will review the student's appeal, reach a determination, and communicate the determination in writing to the student.

This determination shall be the final review of the student's concerns at the College level, and no further internal review or appeal shall be permitted.

Step 4: Complaint with the Office of Civil Rights

If the student's concerns or complaints are not resolved at the College level, the student may choose to file a complaint with the Office of Civil Rights of the U.S. Department of Education. The Office of Civil Rights investigates timely complaints for which they have jurisdiction.