
COLUMBUS STATE UNIVERSITY

Grievance Procedure and Students with Disabilities

Policy Name: Grievance Procedure and Students with Disabilities

Policy Owner: Center for Accommodation and Access

Responsible University Office: Center for Accommodation and Access

Approval Date:

Effective Date:

Revisions:

Policy Number:

Related Policies: Evacuation Guidelines, Attendance and Students with Disabilities, Disability Services and Accommodations Procedures, Off-Campus Programing and Internships, Personal Attendant, Physical Accommodations, Service Animals, Services to Students (SSD) Record Retention Policy, Temporary Disabilities, Testing Administration Procedures, and Emotional Support Animal

II. PURPOSE AND SCOPE OF POLICY

This document outlines the steps to resolve disputes or complaints for students with disabilities.

III. DEFINITIONS

The definition of “**disability**” in the Americans with Disabilities Act (ADA) of 1990, P.L. 101-336 (July 26, 1990), as amended by P.L. 110-325 (September 25, 2008) draws substantially from existing legislation, namely Section 504 of the Rehabilitation Act of 1973, as amended, and the Fair Housing Amendments Act of 1988. The ADA defines disability with respect to an individual, as:

- a physical or mental impairment that substantially limits one or more of the major life activities of such an individual
- a record of such an impairment; or
- being regarded as having such impairment.

"Major life activities" is defined as an individual being limited in his or her ability to perform such functions as self-care, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working, neurological, digestive, or respiratory.

IV. POLICY SECTION

The Center for Accommodation and Access attempts to resolve disputes or complaints for students with disabilities on an informal basis by assisting the communication process between the parties involved. In compliance with the American with Disabilities Act of 1990 (ADA), 38 CFR.105; 35.150 (c) and (d) and the Rehabilitation Act of 1973, Section 504, the following is the grievance procedure for students with disabilities.

V. PROCEDURES

While it is not a requirement, the Center for Accommodation and Access strongly encourages the student to first meet with the faculty or staff where the dispute occurred. If the dispute cannot be resolved or the student does not want to meet with the faculty or staff member, the student may consult with the Center for Accommodation and Access or file a grievance at https://publicdocs.maxient.com/reportingform.php?ColumbusStateUniv&layout_id=8The student should understand, until s/he has properly filed a grievance the situation will not be reviewed for action.

This kind of grievance involves matters directly associated with the student's accommodations registered with the Center for Accommodation and Access. Other types of appeals, grievances, or general complaints can be addressed at <http://aa.columbusstate.edu/appeals/index.php> or through the Office of the Dean of Students. Matters possibly involving discrimination against protected classes will be promptly forwarded to the university's Equal Opportunity Officer or General Counsel.

This process is not available to challenge university or ADA policies; although an alleged improper application of policy may be considered. The student commences a grievance by completing the [Center for Accommodation and Access Grievance Form](#), submitting it with appropriate supporting documentation to the Director of the Center for Accommodation and Access (or their designee). If the Director is unavailable within three university working days or if the individual named in the grievance is the Director of the Center for Accommodation and Access, the grievance should go to the Dean of Students (or their designee). If the Director of the Center for Accommodation and Access is named in the grievance, the grievance should be submitted to the Office of the Dean of Students for review. The appropriate recipient of the grievance is hereafter referred to as the reviewer. Communications with the student will be sent via the student's CSU email address unless the student has submitted a written request for an alternative form of contact.

Unless the Vice President for Student Affairs approves an extension, the student should submit the grievance not more than ten university working days after the start of the term immediately following the term in which the dispute occurred. Ordinarily, the reviewer will acknowledge receipt of the grievance and notify the faculty or staff member of the grievance within three university working days of its receipt. The faculty or staff member named in the grievance must provide a written response to the charges within ten university working days of the date on which the grievance was submitted. The reviewer will ordinarily send a decision to the student not more than twenty university working days after the grievance was filed. When more time is required, the reviewer will notify the parties within the twenty day deadline that an extension is required. Upon a request by the faculty or staff named in the appeal, the reviewer may suspend the process to allow time for the parties (student and faculty/staff) to discuss the dispute or participate in mediation. The reviewer may require the student and/or the faculty/staff member to appear to discuss the case before rendering a decision. Either party may also request a meeting with the reviewer to discuss the appeal before a decision is reached.

The reviewer will write a decision that articulates the relevant facts of the case and the outcome. The document must include: Specific Charges, Findings of Fact, Conclusions, and Actions To Be Taken.

VI. RELATED BOARD OF REGENTS' POLICIES

4.1.5 Students with Disabilities

VII. LINKS

<https://caa.columbusstate.edu/>