

Disability Service Resolution and Grievance Process

Accommodation Resolution and Grievance Process for Students with Disabilities at Georgetown College

Georgetown College is committed to providing equal access to all College programs, services, and activities. This process serves to comply with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, the Fair Housing Act, and other state or federal laws as applicable. Students with disabilities who are concerned that they have been denied equal access are encouraged to follow the steps outlined below for a prompt and equitable resolution of complaints. Georgetown College encourages students to solve disputes at the lowest level and use internal procedures to the fullest extent. We do acknowledge that a student may choose to initiate a formal grievance at any time.

Accommodations are determined through an interactive process between the student, the Disability Services Coordinator, and the appropriate campus partner. This process is guided by documentation of the student's condition as well as the functional limitations of their disability. Should the determined accommodations not be sufficient to meet the student's need for access, the student should contact Disability Services (DS). If, through this process, the student disagrees with the plan or the implementation thereof, they have the right to an appeal.

I. Informal Resolution Procedure

a. Implementation Failure of Approved Accommodation

Clear communication of accommodations is important. If a student is not satisfied with the implementation of an approved accommodation, they are encouraged to first address concerns with the individual faculty or staff member most directly involved in the situation. If a student is unable or uncomfortable to have this conversation with a faculty or staff member alone, they may contact the DS Coordinator for assistance.

B. Denied Accommodation Review

Should a student disagree with a denied accommodation request, they should first contact the DS Coordinator (accommodations@georgetowncollege.edu) to voice their concern. Should a student be unable to discuss a concern with the DS Coordinator, or if a student disagrees with the resolution of the complaint by the DS Coordinator, they may contact the DS Coordinator's supervisor, the Executive VP Dr. Sands Wise (Provost@georgetowncollege.edu) to discuss options.

Files and records on all informal grievances shall be maintained by the Office of Disability Services.

II. Formal Grievance Procedure

A student who is not satisfied with the resolution on the informal level may choose to file a formal complaint. The student should submit a formal written grievance to the 504/ADA Coordinator Dr. Sandberg (curtis_sandberg@georgetowncollege.edu). The grievance should include specific information about the concern or problem (e.g. describe the issue/s, incident/s, and action/s taken; state the name of the involved individual/s or office/s and show efforts to resolve the complaint). The Section 504/ADA Coordinator will issue a written decision including findings and remedial actions, if any, to be taken by Georgetown College. This decision shall be issued to the student and any others deemed appropriate within thirty (30) calendar days of Section 504/ADA Coordinator's receipt of the complaint unless extenuating circumstances require an extension.

Files and records on all formal grievances shall be maintained by the Section 504/ADA Coordinator.

III. Appeal Procedure

A student who is not satisfied with the resolution on this level may choose to appeal to the College President, Dr. R. Allen for a *de novo* review of the decision (rosemary_allen@georgetowncollege.edu). The appeal must be made in writing within seven (7) calendar days of the decision. The President's determination of any such appeal is final.

If the grievance is not resolved internally at the College, the student may choose to file a complaint with the Office of Civil Rights, U.S. Department of Education – 100 Penn Square East, Suite 515, Philadelphia, PA 19107; Tel: (215) 656-8541; OCR.Philadelphia@ed.gov.

Files and records on all appeals shall be maintained by the Office of the President.