

SOUTHEAST COMMUNITY COLLEGE

AMERICANS WITH DISABILITIES ACT (ADA) GRIEVANCE/COMPLAINT PROCESS

STEPS TO FILE A FORMAL ADA GRIEVANCE/COMPLAINT

1. Obtain a Non-Academic Grievance/Complaint form from the Dean of Student Services/Campus ADA Coordinator or SCC Area ADA/504 Policy Coordinator.
2. **Complete the form** to provide the following information as fully as possible. (*Students needing reasonable accommodations to access or participate in this grievance/complaint process should contact the Campus ADA Coordinator at their campus location for additional information and assistance.*)
 - a. A full description of the problem and any relevant facts;
 - b. A summary of the steps you, the student, have already taken in attempt to resolve the problem, including the names of persons involved (*e.g. did you attempt to resolve the problem informally?*)
 - c. A statement of the requested resolution and your rationale for the requested accommodations;
 - d. Any supporting documentation.
 - e. Return the completed form with any attachments to the Campus ADA Coordinator or designee.
3. **Appointment of Committee:** Within five (5) days of receiving the completed grievance/complaint form, the Campus ADA/504 Coordinator or designee will appoint an ad hoc grievance/complaint committee.
4. **Committee Members:** The Coordinator will inform the student of who is serving on the committee.
 - a. If the student has a good-faith basis to object to any committee member's participation, a written objection must be submitted to the Dean of Students or designee within two (2) days.
 - b. The Campus ADA/504 Coordinator will consider the student's objection and take whatever action they determine to be appropriate.
5. **Committee Inquiry:** Within five (5) days of receiving the grievance/complaint, the committee will begin its inquiry.
6. **Completion of Inquiry:** Within two (2) weeks of initiating the inquiry, the committee will conclude its inquiry and submit its findings and recommendations to the Campus ADA/504 Coordinator.
7. **Campus ADA Coordinator Decision:** The Coordinator will take whatever actions are warranted based on the findings of the committee.
8. **Notification of Decision:** Within ten (10) days of receiving the Committee's findings, the Coordinator will communicate the resolution to the student in writing via registered mail with a return receipt requested. Other relevant College personnel also will be informed, in writing, of the resolution.

APPEAL PROCESS

1. **Appeal to the SCC Area ADA/504 Policy Coordinator:** If the complainant is not satisfied with the decision of the Campus ADA/504 Coordinator, the student may appeal the decision to the SCC Area ADA/504 Policy Coordinator.
2. **Final Appeal to the SCC President:** If the complainant is not satisfied with the decision of the SCC Area ADA/504 Policy Coordinator, the student may appeal the decision to the Southeast Community College President.

CONFIDENTIALITY

Confidentiality: *The College will take reasonable steps to protect the confidentiality of the parties involved in a grievance/complaint.*

NON-DISCRIMINATION

Non-discrimination: *No person shall be subjected to retaliation for filing a grievance/complaint or having assisted others to file a grievance/complaint.*