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.