

MISSOURI SOUTHERN STATE UNIVERSITY POLICY

Policy #:		Effective:	August 2012	Category:	Student Policies
Name:	Student Reasonable Accommodation Grievance Policy and Procedures				

1.0 PURPOSE

Students who requested a reasonable accommodation from the University and are (i) dissatisfied with the approved reasonable accommodation(s), (ii) are dissatisfied with the implementation of approved reasonable accommodation(s), or (iii) are dissatisfied for any other reason related to the student reasonable accommodation policy or process, shall engage in this Policy and procedures to adjudicate their grievance with the University.

2.0 SCOPE

This Policy applies to all University students.

3.0 POLICY

Grievances related to the approval or denial of reasonable accommodations or to the implementation of approved reasonable accommodations should follow procedures outlined below in the Grievance Procedure – Academic Issues section to express a grievance.

All other student reasonable accommodation issues (i.e. housing, sporting events, facility access, etc.) should follow grievance procedures outlined below in the Grievance Procedure – Non-Academic Issues.

Grievance Procedure – Academic Issues

If at any time during grievance process set forth herein the grieving student may require a reasonable accommodation to participate, the student should submit a request to the Coordinator of Student Disability Services (the “Coordinator”) at least five business days prior to meeting or function.

Students who have already engaged in the student accommodation process with the University and believe his or her situation has not been handled appropriately or a faculty member who feels he or she is asked to provide an unreasonable accommodation for a student shall take the following steps in order listed:

1. Meet with Coordinator to discuss the situation and determine whether an agreed upon resolution can be reached.
2. If an agreed upon resolution cannot be reached, the grieving party should meet with Director of Student Success Center (Hearnes Hall, Room 301). Arrangements can be made to meet with Director of Student Success Center at a location on campus other than the Student Success Center if grieving party prefers.
3. If meeting with Director of Student Success Center doesn't result in a satisfactory resolution, a grieving party can file an internal grievance with Director of Student Success Center. Forms to begin this procedure are available from the Director or Secretary of Student Success Center, Dean of Students (Billingsly Student Center, Rm 347) or Student Affairs Vice President (Billingsly Student Center, Room 347). Alternative formats of these forms will be made available upon request.
4. Once a grieving party has completed form, it should be turned in to Director of Student Success Center (the “Director”), at which point it will be time/date stamped. The Director will provide written notification of receipt of form within two business days.

5. The Director will convene a meeting of the Deans of Arts and Sciences, Business, Education, Technology and Students (or designated representative from each area) to review the grievance. The meeting will generally occur within three weeks of receipt of grievance.
6. If a faculty member is initiating a grievance, he or she must continue to provide the approved reasonable accommodation to the student until the Deans reach decision.
7. A grieving party may be asked to attend meeting of Deans. A grieving party will receive written notification of meeting day, time and location at least one week prior to meeting.
8. If grieving party is asked to attend meeting, the Director will determine if witnesses may be called. A grieving party may bring advocate with him or her.
9. Upon completion of meeting, the Director will provide a written summary of outcome of meeting to a grieving party. A grieving party may request a meeting with the Director to review the outcome.
10. If at this point grieving party continues to be dissatisfied with outcome of meeting, he or she may request a meeting with Vice President for Student Affairs.
11. The Vice President for Student Affairs will review all documents pertaining to situation and meet with grieving party within two weeks of request for meeting.
12. The Vice President for Student Affairs will hear the grievance and render decision in consultation with legal counsel and President of the University or other appropriate party. A written copy of the decision will be mailed to grieving party within five business days.
13. The Decision of Vice President for Student Affairs is final decision of the University.
14. If a grieving party is a faculty member, the decision is binding.
15. If a grieving party is student, he or she may file complaint with Office of Civil Rights or Department of Justice. Forms are available via Office of Civil Rights' and Department of Justice's web pages. <http://www.hhs.gov/ocr/civilrights/complaints/discrimhowtofile.pdf>

If at any point during the grievance procedure, an amicable resolution is reached, the parties may end this process.

Grievance Procedure – Non-Academic Issues

If at any time during the grievance process the grieving party requires an accommodation to participate in grievance procedures, the request should be communicated to Coordinator at least five business days prior to meeting or function.

A student who engaged in the University's reasonable accommodation process and believes that his or her situation has not been handled appropriately should take the following steps in order listed:

1. Meet with Coordinator to discuss the situation and determine whether an amicable resolution can be reached.
2. If an amicable resolution cannot be created, the student should then meet with Vice President of Student Affairs (Billingsly 347).
3. The Vice President will meet with Coordinator to review details surrounding grievance. The Vice President will consult with other relevant campus administrators (i.e. Director of Physical Plant, Coordinator of Student Housing, etc.) as the situation warrants.
4. The Vice President will then meet with student to discuss possible resolutions to the grievance.
5. The Vice President will hear the grievance and render a decision in consultation with legal counsel and President of the University. A written copy of decision will be mailed to the student within five business days.
6. The decision of Vice President is the final decision of the University. If the student remains dissatisfied after this process, the student may file complaint with Office of Civil Rights or Department of Justice. Forms are available at Office of Civil Rights' and Department of Justice's web pages. <http://www.hhs.gov/ocr/civilrights/complaints/discrimhowtofile.pdf>

If at any point during the grievance procedure, an amicable resolution is reached, the parties may end this process.

4.0 HISTORY

This policy may be revised, edited, changed or removed at any time with or without notice to applicable individuals.

5.0 RELATED DOCUMENTS