

## Students with Disabilities Grievance Procedure

Eastern Idaho Technical College has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794). Section 504 states, in part, that no qualified person shall, because of their disability, be denied access to, participation in, or the benefits of any program or activity operated by the College. If a student with a disability believes he/she has been discriminated against he/she has the right to file a grievance as follows:

### Complaints Related to Non-Academic Programs, Activities, and Services

This procedure shall apply to non-academic programs, activities, and services. Examples are:

- Concerns related to building or grounds accessibility;
- Participation in College-sponsored events;
- Requests for accommodations related to parking.

All requests for accommodations or assistance should first be filed with the Disability Resources and Services Coordinator. If the student believes the Disability Resources and Services Coordinator's decision is discriminatory on the basis of disability, the student should first meet with the Disability Resources and Services Coordinator to review the decision. If an acceptable conclusion cannot be reached, the student may request a review of the decision as follows:

Within ten (10) working days of the decision, send a letter requesting a review to the College's ADA/Section 504 Compliance Officer Isela Gutierrez. Include the following:

- Name and address of the person filing the complaint;
- Date of original accommodation or assistance request;
- The accommodation or service requested;
- The reason for the request;
- The reason the Disability Resources and Services Coordinator's decision is not deemed to be appropriate, reasonable, or effective.

The ADA/Section 504 Compliance Officer (Isela Gutierrez) will review the information and meet separately with the student and others as needed and then will render a decision within five (5) working days. Written notice of the decision will be sent to the complainant.

If the complainant is not satisfied with the decision, he/she may request a review by the Campus Appeals Committee. See Steps 3 and 4 of the **Student Appeal**

**Procedures** as published in the **Student Handbook**.

### **Complaints Related to Academic Programs**

This procedure shall apply to academic programs. Examples are:

- Requests for classroom accommodations such as tape recorders, notetakers, assistive devices and interpreters;
- Requests for test modifications such as extended time;
- Requests for changes in curriculum requirements.

Eastern Idaho Technical College's Disability Resources and Services Coordinator has been given the responsibility of determining a student's need for accommodations, academic adjustments, and/or auxiliary aids. All requests for accommodations or assistance should first be filed with the Disability Resources and Services Coordinator, following the College's published accommodations request policy. If the student believes the Disability Resources and Services Coordinator's decision is discriminatory on the basis of disability, the student should first meet with the Disability Resources and Services Coordinator to review the decision. If an acceptable conclusion cannot be reached, the student may request a review of the decision as follows:

Within ten (10) working days of the decision, send a letter requesting a review to the Vice President of Instruction and Student Affairs. Include the following:

- Name and address of the person filing the complaint;
- Date of original accommodation or assistance request;
- Accommodation or service requested;
- Reason for the request;
- Reason the Disability Resources and Services Coordinator's decision is not deemed to be appropriate, reasonable, or effective.

The Vice President of Instruction and Student Affairs will review the information and meet separately with the student and others as needed and then will render a decision within five (5) working days. Written notice of the decision will be sent to the complainant.

If the complainant is not satisfied with the decision, he/she may request a review by the Campus Appeals Committee. See Steps 3 and 4 of the **Student Appeal Procedures** as published in the **Student Handbook**.

**If a complaint is brought by a student regarding denial or modification of an accommodation, academic adjustment, and/or auxiliary aid request, the decision of the Disability Resources and Services Coordinator to provide or deny said accommodation shall be implemented until such time as a formal resolution of the grievance process is achieved.**

If a faculty member shall refuse to provide an accommodation, academic adjustment, and/or auxiliary aid in accordance with the Disability Resources and

Services Coordinator's written notice, the student should first request the Disability Resources and Services Coordinator's assistance in resolving the dispute. The request should be made in writing within ten (10) working days after the faculty member's refusal to provide the accommodation, academic adjustment, and/or auxiliary aid. The Disability Resources and Services Coordinator will meet with the faculty member, the division manager, and other faculty and administration officials as appropriate in order to attempt to resolve the complaint.

In the event the Disability Resources and Services Coordinator is unable to resolve the complaint within five (5) working days of the request, he/she will refer the matter to the Vice President of Instruction and Student Affairs. It is the Disability Resource and Services Coordinator's responsibility to notify the student of such action and to provide all pertinent information to the Vice President of Instruction and Student Affairs.

The Vice President of Instruction and Student Affairs will review the information and meet separately with the student and others as needed and then will render a decision within five (5) working days. Written notice of the decision will be sent to the complainant.

If the complainant is not satisfied with the decision, he/she may request a review by the Campus Appeals Committee. See Steps 3 and 4 of the **Student Appeal Procedures** as published in the **Student Handbook**.