



### **Student Appeals and Grievance Procedure**

Title III of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 are intended to prevent discrimination against individuals with disabilities.

The College has adopted the following grievance procedure to facilitate a prompt and equitable resolution to student complaints of disability-related discrimination. If a student feels they have been subjected to unlawful discrimination based on their disability or feels that they have been denied access or accommodations that are considered reasonable or not being provided as agreed to, the student should follow the procedure below.

The College will treat all information submitted in connection with a grievance as confidential. Subject to FERPA and other applicable privacy laws, however, the College official investigating the grievance will inform individuals with a need-to-know of the grievance and may provide them related information as necessary to allow the College official to conduct a meaningful and thorough investigation. The College official investigating the grievance will inform all involved parties of the need to maintain the confidentiality of such information.

### **Prohibition Against Retaliation**

Consistent with applicable law, Wilson College prohibits retaliation against any person who requests accommodation or files a grievance alleging disability discrimination or participates in



the grievance process. Any concerns about retaliation related to this process should be disclosed immediately to the Accessibility Coordinator or Director of the ASC.

### **Disability Grievance Procedure**

#### **Informal procedure:**

1. The student must disclose the complaint within 30 days of the alleged violation. The student should attempt to resolve the matter directly with the staff or faculty member. If the alleged complaint involves the Accessibility Coordinator, the student may contact the Director of the Academic Success Center. The student should submit a request for a meeting with the appropriate department staff/faculty and provide a verbal complaint. To initiate the informal procedure, a student is not required to submit the grievance in writing, but the designee may ask the student to do so or to submit other evidence, if necessary, to facilitate a satisfactory resolution. If the grievance is not resolved to the satisfaction of the student, further involvement may be required from the department head or office in which the alleged violation occurred. The student is responsible for contacting the department head or office to request a meeting. An outcome will be determined by the investigating designee and provided in writing to all parties involved, within 20 business days of the initial complaint.



2. If the student is not satisfied with the outcome of a grievance involving a staff or faculty member, the student may contact the Accessibility Coordinator. The student is responsible for contacting the Accessibility Coordinator to schedule a meeting to discuss the complaint. The Accessibility Coordinator will review the information and discuss with relevant parties involved to allow submission of information. A resolution will be determined within 20 business days of the initial complaint and provided in writing to all parties involved. If the student disputes the informal decision, they may proceed to file a formal grievance.

**Formal procedure:**

1. If the student is not satisfied with the result of the informal grievance process, or if the student's complaint involves the Accessibility Coordinator, the student may initiate a formal grievance by requesting a meeting and filing a formal complaint with the appropriate designee. This complaint should be filed within 10 days of the informal outcome or within 30 days of the alleged initial violation. The written complaint should be submitted to the Accessibility Coordinator (or Director of Academic Success Center if it involved the Accessibility Coordinator) within 10 business days of the informal decision or the disputed incident.
2. After the written complaint is received, the designee of the Academic Success Center will conduct an investigation based on information contained in the report. The investigative designee will also contact parties involved to gather further information, as



necessary, to ensure an equitable outcome can be determined. A written determination will be issued to the student within 20 business days of receipt of the complaint.

3. If the student is not satisfied with the outcome of the formal complaint, the student may request a review of the final written outcome by the Vice President of Student Development/Dean of Students, who will appoint a Grievance Committee who will then arrange a hearing within 20 working days of the receipt of the grievance outcome. The committee will determine a fair settlement and a written copy will be provided to disputants, within 20 business days of the hearing.

**External complaints:**

1. While the college hopes the complainant can resolve a grievance within the campus process, the availability and use of this grievance procedure does not prevent a student from filing an external complaint. Please refer to the attached link for more information on the U.S. Department of Education, Office of Civil Rights:  
<https://www2.ed.gov/about/offices/list/ocr/docs/howto.html>