

CCS Administrative Procedure

3.20.01B Grievance Procedure for Students with Concerns with Disability Support Services

Implementing Board Policy [3.20.01](#)

Contact: District Director of Compliance, 279-6246

1.0 Purpose

To ensure compliance with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and other relevant state and federal laws regarding providing services and accommodations to students with disabilities.

This procedure covers the process by which students seek review or reconsideration of an action, inaction, or decision made by Disability Support Services (DSS). This procedure applies to complaints about DSS's actions or decisions on matters such as: eligibility for accommodations, denial of accommodation requests, and failure to provide accommodations. Students should submit their complaints as soon as possible, but no later than 60 days after DSS took action or issued a decision. This procedure is not for concerns about instructors, college staff, or other students.

Students or prospective students who wish to request reasonable accommodations should follow CCS Administrative Procedure 3.20.01-A. If students believe they have been discriminated against due to their disability by a CCS employee, they should follow CCS Administrative Procedure 2.30.01-A, Complaints of Discrimination, Sexual Harassment or Misconduct, Domestic or Dating Violence, Stalking and Retaliation. If students believe they have been discriminated against due to their disability by a CCS student, they should follow CCS Administrative Procedure 3.30.01-A, Prevention and Response to Complaints of Discrimination, Sexual Harassment or Misconduct, Domestic or Dating Violence, Stalking and Retaliation by Students.

2.0 Informal Process for Addressing Student Grievances

Often student concerns can be resolved informally through direct communication, by sharing the concern/grievance with the Disability Support Services Manager. Students are not required to informally try to resolve their concerns with the DSS Manager.

3.0 Formal Process for Addressing Student Grievances

The following steps are to be followed by students when seeking review of a decision by DSS.

- 3.1 Students should complete a DSS Grievance Form which is available online at: <http://www.ccs.spokane.edu/Forms/Student-services/ccs-5008.aspx> or in hard copy at DSS. Once completed, the grievance form will need to be mailed, hand delivered or emailed to the DSS Manager. Please see the contact information in 4.0. Students may also submit grievances verbally through a personal interview at DSS or a phone interview. If a student wishes to file a grievance through other means of communication, the student should coordinate with the DSS Manager at the location or phone number listed in 4.0.
- 3.2 Following receipt of a grievance, the DSS Manager will review the grievance and may discuss the complaint, request additional information, and/or review potential resolutions with the student.
- 3.3 The Manager will provide his or her decision within ten (10) working days of receiving the grievance or after the final meeting with the student, whichever is later. The Manager's decision will explain his or her findings and if appropriate may provide recommendations for accommodation. The decision will be in writing and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or electronic format.

- 3.4 If a student's grievance is about actions or decisions of the DSS Manager, the student may file his or her grievance with the Dean who will review the grievance consistent with 3.2. Please see contact information in 4.0.
- 3.5 If the Student is not satisfied with the DSS Manager's decision, the student may appeal the decision within ten (10) calendar days after receipt to the Dean. If the DSS Manager's decision was emailed or hand delivered, receipt is the date the email was sent or the date of hand delivery. If the DSS Manager's decision was mailed via United States Postal Service (USPS), receipt is three days after mailing. The student can mail or hand deliver the request for appeal to the Dean's Office. Please see contact information in 4.0.
- 3.6 Within ten (10) working days after receipt of the appeal, the Dean will review the appeal, the decision of the Manager, and any materials provided by the Manager. The Dean may conduct additional review which may include, but is not limited to, requests for additional information from relevant sources, and meetings or discussions with the student to obtain additional information and/or to discuss potential resolutions before rendering a decision.
- 3.7 The Dean will issue a decision within ten (10) working days after receiving the appeal or after the final meeting with the student, whichever is later. The decision will explain the basis for the Dean's decision and may provide a recommended accommodation plan. The Dean's decision will be in writing, and where appropriate, in a format accessible to the complainant.
- 3.8 If a student believes his or her grievance is not satisfactorily resolved, he or she may appeal the Dean's decision to the Vice President of Student Services within ten (10) calendar days of receipt. Please see contact information in 4.0. If the Dean's decision was emailed or hand delivered, receipt is the date the email was sent or the date of hand delivery. If the Dean's decision was mailed via USPS, it will be considered received by the student three days after mailing.
- 3.9 Within ten working days after receipt of the appeal, the Vice President will review the appeal, any response and records of the DSS Manager, and the response and records of the Dean. The Vice President may at his or her discretion conduct additional review which may include, but is not limited to, requests for additional information from relevant sources, and meetings or discussions with the student to obtain additional information and/or to discuss potential resolutions before rendering a decision.
- 3.10 The Vice President will issue a decision within ten (10) working days of receiving the appeal or after the final meeting with the student, whichever is later. The decision will explain the basis for the Vice President's decision and may provide a recommended accommodation plan. The Vice President's decision will be in writing, and where appropriate, in a format accessible to the complainant. The Vice President's decision is final.

4.0 Campus Contacts

- 4.1 Spokane Community College
1810 N. Greene St.
Spokane, Washington 99217
- DSS Manager: Bldg. 15, Room 113G, MS 2151, (509) 533-7498
 - Dean of Student Support Services: Bldg. 15, Room 120G, MS 2151, (509) 533-8280
 - Vice President of Student Services: Bldg. 6, Room 202D, MS 2150, (509) 533-7015

- 4.2 Spokane Falls Community College
3410 W. Whistalks Way
Spokane, WA 99224-5288
- DSS Manager: Bldg. 17, Room 202, MS 3011, (509) 533-3437
 - Associate Dean of Student Transitions: Bldg. 17, Room 140B, MS 3174, (509) 533-3723
 - Vice President of Student Services: Bldg. 30, Room 225, MS 3010, (509) 533-3514

5.0 Related Information

This grievance process does not preclude or replace a student's right to file action with the Washington State Human Rights Commission and/or the Office for Civil Rights. Students can contact these agencies for more information at:

- 5.1 Washington State Human Rights Commission at (800) 233-3247 or TDD (800) 300-7525, 905 Riverside, Suite 416, Spokane, WA 99201, www.hum.wa.gov
- 5.2 US Department of Education Office for Civil Rights at (800) 421-3481 or TDD (877) 521-2172, 2910 3rd Avenue, Mail Stop 106, Seattle, WA 98174-1099, OCR@ed.gov

Originated: June 2015

Cabinet approval: July 27, 2015