



## **626 POLICY – Student Accommodation Grievance**

### **626.1 Statement of Policy**

Redlands Community College is committed to providing equal and integrated access for students with disabilities to academic, social, cultural and recreational programs at Redlands. This resolve is grounded not only in the law, including Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, but also in Redlands own commitment to the inclusion of all members of the community. This grievance process is intended to provide for the prompt and equitable resolution of complaints involving discrimination on the basis of disability.

Any student enrolled at Redlands who believes that they have been discriminated against on the basis of disability (including but not limited to alleged inaccessibility of a Redlands program or activity, disparate treatment, discriminatory impact of any Redlands policy, disability harassment, and disability accommodation) may seek the assistance of Redlands Community College’s (Redlands) American with Disabilities Act (ADA) Compliance Officer (or designee) through the filing of a disability grievance. The process of filing a disability grievance is published in the Procedures section of the Policies and Procedures Manual.

Adopted September 2017



## **626 PROCEDURE – Student Accommodation Grievance**

### **626.1:1 Office of Responsibility**

Redlands Community College's (Redlands) American with Disabilities Act (ADA) Compliance Officer has the responsibility of determining the need for accommodation as defined by the Americans with Disability Act and arranging for accommodation for students with disabilities.

### **626.1:2 Process for Student Accommodation Grievance**

If a student believes the denial of an accommodation or the accommodation arranged by the ADA Compliance Officer is not appropriate, reasonable, or effective, the following procedure should be followed: (If at any time during the grievance process, the student required an accommodation to participate in the grievance procedures, the student must communicate that need to the Redlands ADA Compliance Officer).

- A. Meet with the ADA Compliance Officer to review the initial accommodation request.
- B. If the student is not satisfied after the meeting with the ADA Compliance Officer, the student may contact the Director of Student Services and arrange a meeting to discuss the issue. Other Redlands staff may also be asked by the Director to attend the meeting when appropriate.
- C. If the student is not satisfied with the results of the meeting with the Director of Student Services, the student may request an ADA grievance form from the Office of the ADA Compliance Coordinator.
- D. The ADA grievance form must be completed and returned to the Redlands ADA Compliance Officer's office within five (5) working days ("working day" means any day, excluding Saturday and Sunday, on which the College is open for business, even if classes are not in session) of the date of the meeting with the Executive Dean for Student Success.
- E. After receiving the ADA grievance form, the Redlands ADA Compliance Officer will conduct a review of the student grievance. The review may involve meeting with the student, a faculty member or other staff members from the Office of Student



Services.

- F. During the review process, if there is agreement between the student and Redlands staff to retain the original accommodation or change to another accommodation, the Redlands ADA Compliance Officer will prepare a memorandum of agreement to be signed by the student and appropriate Redlands staff.
- G. If no agreement is reached during the process, the Redlands ADA Compliance Officer will make a final decision regarding the grievance within ten (10) working days (“working day” means any day, excluding Saturday and Sunday, on which Redlands is open for business, even if classes are not in session) of receiving the ADA grievance form from the student. The decision will be communicated to the student in writing with a copy provided to the Office of Student Services and other appropriate Redlands staff.
- H. The ten (10) working day time period may be extended at the request of the student or where the Redlands ADA Compliance Officer is unable to meet with the faculty and/or staff involved within the ten (10) working day time period because they are unavailable, e.g., due to leave or because they are no longer under contract due to winter break or the end of the semester.

Adopted September 2017