

Student Accessibility Services Grievance Procedure

DIVISION: STUDENT DEVELOPMENT AND ENROLLMENT MANAGEMENT

DEPARTMENT: STUDENT SUPPORT SERVICES

SUPERVISING STAFF MEMBER: COUNSELOR OF ACCESSIBILITY SERVICES/
DIRECTOR OF COUNSELING AND STUDENT SUPPORT SERVICES

FINAL APPROVAL: DEAN OF STUDENT DEVELOPMENT AND ENROLLMENT
MANAGEMENT

APPROVAL DATE: DECEMBER 6, 2013

This grievance process shall apply to situations where a student has followed the established procedures to request accommodations on the basis of a disability, and has concerns about the process, accommodation assignment, or implementation. For academic-related grievances, students shall follow the College's Academic Grievance Procedure for Credit Programs posted in the Student Handbook and Student Intranet. For discrimination-related issues, students shall follow the College's Discrimination Complaint Procedure posted in the Student Handbook and Student Intranet.

I. Informal Procedure

Students and staff should make every attempt to resolve issues through this informal grievance procedure first. The student shall initiate the informal procedure as soon as possible after the student has encountered an issue of concern related to his/her accessibility services.

The informal grievance procedure is as follows:

1. The student shall inform the Counselor of Accessibility Services of his/her accommodation issue in person or in writing. The Counselor of Accessibility Services may require additional information from the student to clarify the situation.
 - a. If the student has a concern regarding the action taken by the Counselor of Accessibility Services, the student should immediately move to Step 4 of this procedure.
2. Next, the Counselor of Accessibility Services will have a discussion with the appropriate party(ies) to resolve the issue. If the issue is resolved, the Counselor of Accessibility Services will inform the student of the outcome of the meeting.
3. If the Counselor of Accessibility Services is not able to resolve the issue with the appropriate party(ies), then the student, Counselor of Accessibility Services and the appropriate party(ies), for example, the instructor or the instructor and his/her department chair, will meet and discuss the situation in order to ensure reasonable accommodations. The Counselor of Accessibility Services will provide the student with the outcome of that meeting in writing within five (5) working days (Monday through Friday excluding holidays).

4. If, after Step 3 has been completed, the student still believes his/her accommodation issues have not been resolved properly, he/she shall inform the Section 504 Coordinator in writing of his/her concerns. The student must take this action within ten (10) working days of receipt of the written documentation of the outcome of Step 3. The Section 504 Coordinator is Rosana Reyes, Dean of Student Development and Enrollment Management, LCCC, Admission and Enrollment Center (Building 5), 1333 South Prospect Street, Nanticoke, Pennsylvania, 800-377-5222 extension 7423 (rreyes@luzerne.edu).
5. The Section 504 Coordinator will meet with the student to attempt to resolve the perceived grievance. The Section 504 Coordinator will take any appropriate follow-up action to resolve the grievance, and will inform the student in writing of the outcome or her decision on the matter as soon as possible, but no later than thirty (30) working days (Monday through Friday excluding holidays) after receiving written communication from the student.
6. If the problem has not been resolved to the satisfaction of the student, the student may institute the Discrimination Complaint Procedure. To initiate the Discrimination Complaint Procedure, contact John Sedlak, Dean of Human Resources, LCCC, 1333 South Prospect Street, Nanticoke, Pennsylvania, 800-377-5222 extension 7234 (jsedlak@luzerne.edu).