



## COMPLAINT PROCEDURE FOR STUDENTS WITH A DISABILITY RCTC Procedure 1B.4.1

(For Minnesota State Policy 1B.4)

**I. Refusal of Appropriate Accommodations by a Faculty Member:** A disabled student is refused accommodations by a faculty as deemed appropriate by the Director of Disability Support Services (DSS).

1. Student files a complaint with the Director of DSS.
2. Director of DSS meets with faculty member to explain that there has been a complaint filed for refusing to accommodate a disabled student. Director of DSS explains the laws that govern the rights of disabled students. The faculty member has two choices.

**1) Comply:** If the faculty member complies; all findings are placed in the student's DSS file.

**2) Refusal:** Director of DSS and the ADA Coordinator meet and review the information. The findings are taken to the Vice President of Academic Affairs for disciplinary action.

**Note:** No complaint shall be considered or processed unless it is submitted within 20 school days after the occurrence.

*All findings will be communicated to the parties involved.*

### **II. Perception of discrimination by a Faculty and/or Staff member and/or Group on the basis of a Disability:**

When a student with a disability feels they have been singled out or mistreated by a Faculty and/or Staff member on the basis of a disability, they should refer to Minnesota State Board [Policy 1B.1](#) Equal Opportunity and Nondiscrimination in Employment and Education. Any student, faculty member, or employee who knows of, or receives a complaint of, discrimination/harassment is urged to report the information to the College's Designated Officer via the online reporting [form](#).

**III. Denial or Termination of Accommodations:** A disabled student is denied and/or has services terminated after Director of DSS reviews documentation and/or witnesses abuse of services.

1. Student files a complaint with the ADA Coordinator.
2. ADA Coordinator collects and reviews all information relevant to the determination.
3. The ADA Coordinator either upholds or overturns the decision. All information will be placed in the student's DSS file and the decision communicated to the student. If the student does not agree with the decision of the ADA Coordinator, they may appeal the decision via step 4.
4. The ADA Coordinator assembles a committee to hear all relevant information. The committee will consist of the ADA Coordinator, one faculty member, one staff member, and one student from the DSS program. The committee reviews all the facts and determines if the Director of DSS made the appropriate decision. If the findings show the Director of DSS acted appropriately, the information is placed in the student's DSS file and the case is closed. If the committee chooses to overturn the decision, the accommodation and/or services will be reinstated under a contract.

**Note:** No complaint shall be considered or processed unless it is submitted within 20 school days after the occurrence.

*All findings will be communicated to the parties involved.*

All students will be provided accommodations as needed to locate the proper individuals to help start the grievance procedure. They will also be given accommodations in filling out grievance form. All services are provided through the ADA Coordinator, who is located in Human Resources.

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