

CCS Administrative Procedure

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

Implementing Board Policy [3.20.01](#)

Contact: Chief Compliance Officer, 279-6012

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 in regard to 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 Access Services (DAS). This procedure applies to complaints about DAS'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 sixty (60) business days after DAS 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 Access Services Director. Students are not required to informally try to resolve their concerns with the DAS Director.

3.0 Formal Process for Addressing Student Grievances

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

3.1 Students should complete a DAS Grievance Form which is available online at:

<https://shared.spokane.edu/ccsglobal/media/Global/FormsA-Z/ccs-5008.pdf> or in hard copy at DAS. Once completed, the grievance form will need to be mailed, hand delivered or emailed to the DAS Director. Please see the contact information in section 5.0. Students may also submit grievances verbally through a personal interview at DAS or a phone interview. If a student wishes to file a grievance through other means of communication, the student should coordinate with the DAS Director at the location or phone number listed in section 5.0.

3.2 Following receipt of a grievance, the DAS Director will review the grievance and may discuss the complaint, request additional information, and/or review potential resolutions with the student.

3.3 The Director will provide their decision within ten (10) business days of receiving the grievance or after the final meeting with the student, whichever is later. The Director's decision will explain their 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 DAS Director, the student may file their grievance with the appropriate Vice President of Student Services/Student Affairs who will review the grievance consistent with 3.2. Please see contact information in section 5.0. If the Student is not satisfied with the DAS Director's decision, the student may appeal the decision within ten (10) business days after receipt to the Vice President of Student Affairs at Spokane Falls Community College or the Vice President of Student Services at Spokane Community College respectively. If the DAS Director's decision was emailed or hand delivered, receipt is the date the email was sent or the date of hand delivery. If the DAS Director'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 Vice President's Office. Please see contact information in section 5.0.
- 3.5** Within ten (10) business days after receipt of the appeal, the Vice President will review the appeal, the decision of the Director, and any materials provided by the Director. The Vice President 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.
- 3.6** The Vice President will issue a decision within ten (10) business days after receiving the appeal or after the final meeting with the student, whichever is later. The explanation 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.
- 3.7** The Vice President's decision is final.

4.0 Formal Process for Addressing Student Grievances Against a CCS Employee

If a student believes they have been harassed or discriminated against by a CCS employee due to their disability, they should follow CCS Administrative Procedure 2.30.01-A, Complaints of Discrimination, Sexual Harassment or Misconduct, Domestic or Dating Violence, Stalking and Retaliation. The student may file their grievance with the Director of Human Resources or Chief Compliance Officer. Please see contact information in 5.0.

5.0 Campus Contacts

- 5.1** Spokane Community College
1810 N. Greene St.
Spokane, Washington 99217
- DAS Director: Bldg. 15, Room 113, MS 2151, (509) 533-7169
 - Vice President of Student Services: Bldg. 1, Room R228, MS 2150, (509) 533-7015
- 5.2** Spokane Falls Community College
3410 W. Whistalks Way
Spokane, WA 99224-5288
- DAS Director: Bldg. 30, Room 104, MS 3011, (509) 533-3437
 - Vice President of Student Affairs: Bldg. 30, Room 225, MS 3010, (509) 533-3514
- 5.3** District Offices
- Director of Human Resources, 501 N. Riverpoint Blvd, MS 1004, (509) 434-5031
 - Chief Compliance Officer, 2917 W. Whistalks Way, MS 3027, (509) 279-6012

6.0 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:

- 6.1 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
- 6.2 US Department of Education Office for Civil Rights at (800) 421-3481 or TDD (877) 5212172, 2910 3rd Avenue, Mail Stop 106, Seattle, WA 98174-1099, OCR@ed.gov

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