



## **HARFORD COMMUNITY COLLEGE**

### **SECTION 504 AND ADA GRIEVANCE PROCEDURES FOR COURSE-RELATED ACCOMMODATIONS FOR STUDENTS WITH DISABILITIES**

It is the policy of Harford Community College (HCC) not to discriminate on the basis of disability. HCC has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints. HCC supports you in your right to file a grievance when you believe you have been denied equal access in the form of disability related accommodations, modifications, auxiliary aids, or effective communication, or suffered discrimination as described in Section 504 of the Rehabilitation Act of 1973 as amended (Section 504) and the Americans with Disabilities Act of 1990 as amended (ADA). Individuals with disabilities who request academic accommodations for courses must register with Disability Support Services (DSS) and must provide documentation of the disability for which they are seeking accommodations. Any student registered with DSS and believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for HCC to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

The General Grievance Process for Students, which apply to all students, are available to students with disabilities. The grievance procedures listed below are additional procedures for complaints related specifically to services and accommodations for students with disabilities provided through Disability Support Services.

#### **PROCEDURE:**

1. If a student has difficulty with academic adjustments or modifications approved by Disability Support Services he or she must schedule an appointment with the DSS Student Development Specialist assigned to work with the student (assigned advisor).
2. Student will meet with the DSS Student Development Specialist to discuss the issues involved and attempt to resolve the problem. The DSS Student Development Specialist may involve the instructor.
3. If the problem is resolved to the satisfaction of the student, the matter is closed.
4. If the student is not satisfied with the outcome of the meeting with the DSS Student Development Specialist, the student may proceed with the grievance by completing the *Section 504 and ADA Grievance Form for Course-Related Accommodations for Students with Disabilities* and submitting it to the Director for Disability and Student Intervention Services within 10 working days<sup>1</sup> of the meeting with the Student Development Specialist.
5. The Director will determine whether the issue is appropriate for the Grievance Procedure for Students with Disabilities or whether it should be addressed through other institutional practices/policies which possess their own appeal process.
6. If it is determined that the issue is not appropriate for this grievance, the student will be referred to the correct mechanism for resolution.

7. If the Director for Disability and Student Intervention Services determines that the issue is appropriate for this grievance procedure, he/she will conduct an investigation of the complaint. This investigation will be informal but thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint (i.e., student, staff, faculty, Deans). During such investigation, every reasonable effort will be made to protect the privacy of all parties, but confidentiality cannot be guaranteed.
8. The Director for Disability and Student Intervention Services will issue a written decision on the grievance, including the validity of the complaint and a description of the resolution, if any, no later than 30 working days<sup>1</sup> after its filing. The Director for Disability and Student Intervention Services will maintain the files and records relating to such grievances.
9. If the student is not satisfied with the outcome of the meeting with the Director for Disability and Student Intervention Services, the Director will advise the student that he/she must contact the Associate Vice President for Student Development to request a formal review.
10. The student may initiate a formal review of the grievance by submitting a statement in writing to the Associate Vice President for Student Development within 10 working days<sup>1</sup> of the date of the Director for Disability and Student Intervention Service's written decision. The Associate Vice President for Student Development reserves the right to refuse the formal review if filed more than ten (10) working days after the date of the Director's decision. The written statement must indicate why the specific accommodations granted were not considered to be reasonable or effective, the Director for Disability and Student Intervention Service's response, and why you are not satisfied with the resolution or lack thereof.
11. Upon receipt of the timely request for a formal review, the Associate Vice President for Student Development will review the matter, allowing all interested parties an opportunity to submit relevant information, statements, and documentation. During such review, every reasonable effort will be made to protect the privacy rights of all parties, but confidentiality cannot be guaranteed.
12. After the investigation is completed, the Associate Vice President for Student Development will issue a final written decision regarding the grievance within 30 working days<sup>1</sup>. The decision of the Associate Vice President for Student Development is final.
13. When the complaint concludes with a discrimination finding in favor of the student that results in an unfair final grade, the student shall be directed to follow the procedures for *Change of Final Grade* (located in College Catalog).

<sup>1</sup>"Working days" means Monday through Friday of each week when the College is open.

**INQUIRES REGARDING THIS GRIEVANCE PROCEDURE MAY BE DIRECTED TO:**

Harford Community College  
Disability and Student Intervention Services  
401 Thomas Run Road  
Bel Air, MD 21015  
443-412-2402  
MD Relay: 7-1-1

**HARFORD COMMUNITY COLLEGE**  
**SECTION 504 AND ADA GRIEVANCE FORM FOR COURSE-RELATED**  
**ACCOMMODATIONS FOR STUDENTS WITH DISABILITIES**

The following form is to be used in the Section 504 and ADA Grievance process for students with disabilities registered with Disability Support Services. Within ten (10) working days of the meeting with the DSS Student Development Specialist, the student must complete this grievance form and submit it to the Director for Disability and Student Intervention Services. This written documentation allows for clarity and consistency in reviewing each particular situation.

Student Name: \_\_\_\_\_

Student H ID#: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Harford Email Address: \_\_\_\_\_

Date of Meeting with DSS Student Development Specialist: \_\_\_\_\_

Please outline the accommodation(s) you had requested and why the specific accommodations granted are not considered to be reasonable or effective.

Please state the specific remedy or result sought.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Complete and return this form to the Director for Disability and Student Intervention Services, located in the Student Center, Disability and Student Intervention Office.**