

WHEN THERE IS A STUDENT/FACULTY CONCERN OR DISAGREEMENT:

1. The student will discuss the problem with the instructor.
2. If the problem cannot be resolved, then the student will discuss the problem with the Disability Services Coordinator.
3. The Coordinator will attempt to resolve the issue.
4. If the Coordinator is unable to resolve the matter, relevant information will be presented to the Dean of Student Services. If the issue is academic, the Coordinator will present relevant information to the Dean of the College.
5. The Dean of Student Services or the Dean of the College will review the information, meet with the student and attempt to resolve the issue.
6. Every effort should be made to resolve the disagreement as expeditiously as possible. In general, each phase of the process should be completed within ten working days.
7. If an equitable and acceptable resolution of the matter cannot be obtained through these discussions, the aggrieved party may request to utilize the ADA Internal Grievance Procedure.

ADA INTERNAL GRIEVANCE PROCEDURE:

Questions, complaints relating to treatment, interpretation, concerns regarding individualized accommodations and/or decisions regarding ADA issues should be directed to the Disability Services Program by the instructor or the student. It is important that any disagreements be resolved in a timely manner in order that neither the course of study or activity nor the student's participation or progress be compromised in any way. If after consultation with the student, instructor and the staff of the Disability Services Program, an agreement is not reached concerning the accommodation request, it is incumbent upon the dissenting party to file a formal appeal immediately.

ADA and Section 504 regulations require Troy University to establish grievance procedures for student complaints. Complaints alleging violations of the ADA or Section 504, including failure to provide reasonable accommodation, may be filed with the ADA/504 Coordinator. Troy University has adopted the following internal grievance procedure for prompt and equitable resolution of complaints alleging any actions prohibited by the U.S. Department of Justice regulations implementing Title II (public, state, and local government) of the Americans with Disabilities Act.

During the review and appeal process, the student is entitled to receive the accommodations determined by the Disability Services Program.

Individuals with complaints relating to treatment, interpretation, and/or decisions regarding ADA issues, should contact the ADA Coordinator with the Disability Services Office, for information regarding this procedure.

- A. A complaint must be submitted in writing within 180 days of the complainant becoming aware of the situation. At a minimum, the complaint must include the name and address

of the individual making the complaint, a brief description of the complaint and a description of the actions taken to date to affect resolution. (Processing of allegations of discrimination, which took place before this grievance procedure was in effect, will be handled on a case by case basis).

- B. An investigation, as may be appropriate shall follow the filing of a complaint. A special investigator appointed by the Vice Chancellor shall conduct the investigation. The investigation will be informal but thorough, affording all interested persons and their representatives an opportunity to submit evidence relevant to the complaint. This investigator's findings will be submitted to the Grievance Committee.
- C. The Dean of Student Services will form a Grievance Committee. At a minimum, this committee will consist of the ADA Student Coordinator, the Registrar, the Director of Admissions, the Vice Chancellor of Financial Affairs (when it involves the removal of barriers or the expenditure of funds), the Dean of the respective division (when it deals with a program resolution or request to modify classroom procedure), the investigating official and any other members (such as the university attorney) deemed necessary to resolve the matter.
- D. The investigator will report findings to the committee. The committee will explore the validity of the complaint and send its recommendations for resolution in a written determination report submitted to the Vice Chancellor for a decision within ten working days if possible. The Vice Chancellor's decision will be provided to the complainant by the ADA Coordinator. It will be our goal to answer all complaints within the term in which they are rendered if time permits.
- E. The right of an individual to a prompt and equitable resolution of a complaint filed under this Grievance Procedure shall not be impaired by his/her right to pursue other remedies such as to file an ADA complaint with a responsible federal agency or department. If a satisfactory solution is not achieved within Troy University, complaints may be directed to the Regional Office for Civil Rights, Atlanta Office, U.S. Department of Education, Atlanta, Georgia 30301-3104.
- F. RECORDS: The Disability Services Office will maintain files and records of Troy University student ADA complaints and reports of investigation. Files will be maintained as long as the student is enrolled plus three years.
- G. Upon request, for persons with disabilities, assistance will be provided in filing this information. Contact the Disability Services Office.

TROY UNIVERSITY
ADA GRIEVANCE FORM

COMPLAINANT INFORMATION:

FIRST NAME _____ M.I. _____ LAST NAME _____

STUDENT/EMPLOYEE ID. _____

ADDRESS _____ CITY _____

STATE _____ ZIP CODE _____

HOME PHONE _____ WORK PHONE _____

CELL PHONE _____ EMAIL ADDRESS _____

ARE YOU: FACULTY _____ STAFF _____ STUDENT _____ OTHER (specify) _____

CURRENT STUDENT STATUS (IF APPLICABLE).

ENROLLED _____ NOT ENROLLED _____ PROBATION _____ SUSPENDED _____

ACADEMIC LEVEL: UNDERGRADUATE _____ GRADUATE _____

COLLEGE: COLLEGE OF ARTS AND SCIENCES _____

COLLEGE OF COMMUNICATION & FINE ARTS _____ COLLEGE OF EDUCATION _____

COLLEGE OF HEALTH AND HUMAN SERVICES _____ SORRELL COLLEGE OF BUSINESS _____

LOCATION: DOTHAN CAMPUS _____ MONTGOMERY CAMPUS _____ PHENIX CITY CAMPUS _____

TROY CAMPUS _____ eTROY (online) _____ GLOBAL CAMPUS _____

RESPONDENT INFORMATION:

NAME OF THE PERSON OR GROUP THE COMPLAINT IS AGAINST _____

PHONE NUMBER _____ EMAIL ADDRESS _____

IS THIS PERSON A MEMBER OF: STAFF _____ FACULTY _____ STUDENT _____

OTHER (specify) _____

What was the result of your discussion with the respondent? (Please use the back of this page if additional space is needed)

COMPLAINT DETAILS:

DATE _____ TIME _____ LOCATION _____

Briefly state the nature of the case.

Describe the details of the complaint and limit them to ADA issues. Identify how you have been directly discriminated against. (Please use the back of this page if additional space is needed)

Names and phone numbers of others who can verify what happened:

What would you like to see happen (for you, for others) with respect to this issue?

This complaint will not be processed unless all of the essential information above has been responded to and you have signed and dated the complaint.

_____ I have read the ADA Grievance Procedure and agree that this form constitutes my formal complaint.

_____ I hereby certify that all of the information I have given above is true and complete to the best of my knowledge.

YOUR SIGNATURE _____ **DATE** _____

OFFICE USE ONLY

Actions taken: _____

