

Connecticut College Student Accessibility Services

Grievance Policy for Students, Faculty, and Staff

It is Connecticut College (“the College”) policy to ensure that no qualified student with a disability is denied the benefits of, excluded from participation in, or otherwise subjected to discrimination in any college program or activity, in accordance with Section 504 of the Rehabilitation Act of 1973 (Section 504) and Title III of the Americans with Disabilities Act (ADA).

In response to a request made by a qualified student with an appropriately documented disability, the College will arrange for the provision of reasonable academic adjustments (e.g., extended time on exams, course substitution) and auxiliary aids and services (e.g., alternate formats of printed materials, sign language interpreter) determined by the college to be necessary to afford the student the opportunity to participate fully in College programs. It is the responsibility of the Director of Student Accessibility Services to uphold the rights of a student to secure access and accommodations in accordance with Section 504 and the ADA.

Student Complainants

Students may appeal decisions regarding the determination or provision of reasonable academic adjustments or auxiliary aids and services. This policy and the following procedures address judgments of disability status and/or provision of accommodations. Any student of Connecticut College may use these procedures. The student should initiate the appeal process within 30 calendar days of the judgment they wish to appeal. This procedure is not intended to replace or duplicate existing grievance procedures, including informal consultation and formal complaint procedures under the College’s Anti-discrimination Policies and Procedures.

Should a student feel he/she has not been treated in accordance with Section 504/ADA with regard to access and accommodations, the student is encouraged to follow the procedures below. The college maintains a philosophy of student self-advocacy and the right to pursue an appeal through the formal appeal process. However, prior to initiating the formal appeal procedure set down below, it is recommended that the student make every attempt to resolve the matter in an informal manner.

Retaliation against persons who file an appeal under this policy, bring complaints of discrimination in good faith, or assist in a related investigation is prohibited.

Informal Resolution

1. The student should discuss his/her concern(s) regarding the determination of disability status or provision of academic adjustments or auxiliary aids and services with the appropriate faculty member, department, or office representative directly, unless extenuating circumstances prohibit doing so.

2. If a conversation with the appropriate faculty member, department, or office representative does not lead to a resolution, the student should then discuss the problem with the head of that department or office.
3. If a meeting with the head of the department or office does not lead to a resolution, the student should discuss his/her concern(s) with the Director of Student Accessibility Services.
4. If the Director of Student Accessibility Services is unable to assist in informally resolving the student's concern(s), the student will be referred to the formal appeal procedure.
5. If the Director of Student Accessibility Services is involved in the matter, the student should skip step 3, and the student will be referred to the formal appeal procedure.

Formal Appeal Procedure

1. Appeals of decisions regarding the determination of disability status or provision of academic adjustments or auxiliary aids and services must be in writing. Students should initiate the appeal process within 30 calendar days of the judgment they wish to appeal.
2. The student's written statement must include: a) a clear statement of the request or concern; b) the grounds on which the appeal is based; c) the date of any action that the student is appealing; d) the names of all Connecticut College employees involved; e) a summary of the action(s) the student has taken to resolve the matter informally, if any; and f) a statement of the student's expectation of specific outcome.
3. The written appeal must be submitted to the Dean of Equity and Inclusion.
4. Please contact the office of the Dean of Equity and Inclusion for further details regarding the appeal process.
5. If the student is dissatisfied with the appeal decision, the student may file a complaint according to Connecticut College's Anti-discrimination Policies and Procedures.

Faculty/Staff Complainant

Should a faculty or staff member feel that an accommodation granted by Student Accessibility Services compromises an essential element of a course or program, the faculty/staff member is encouraged to discuss his/her concern(s) with the Director of Student Accessibility Services as soon as practicable after receiving notification of the accommodation or the time that the accommodation compromises an essential element of a course or program.

Amendment of Policy:

Connecticut College reserves the right to amend this policy at any time as circumstances require.