

| MISSOURI SOUTHERN STATE UNIVERSITY POLICY | | | | | |
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| Policy #: | 03-0019 | | | | |
| Name of Policy: | Grievance Policy for Students with Disabilities | | | | |
| Date of Last Revision: | April 2024 | Initial Date of Approval: | | Initial Effective Date: | April 2000 |
| Policy Owner | Student Disability Services Coordinator | | | | |
| Policy/Chapter Sections | Grievance Procedure to Follow for Academic Issues Grievance Procedure to Follow for Non-Academic Issues | | | | |
| Date of Next Review: | April 2027 | | | | |

1.0 PURPOSE

To provide an avenue to grieve action or lack of action for students with disabilities who feel they have not been accorded their due rights.

2.0 SCOPE

This policy applies to all University students.

3.0 POLICY

The faculty and staff of Missouri Southern will make every reasonable and appropriate effort to meet your needs while you are a student with us. If at any time you feel like something has gone wrong or a service has not been provided, we strongly encourage you to first meet with the Coordinator for Student Disability Services. If after you have met with the Coordinator, you still feel that the situation has not been resolved to your satisfaction, you might then consider filing a grievance. The steps you need to take are listed below.

In accordance with the policies and procedures that govern Missouri Southern as a whole, students who feel that they have not been accorded their due rights are entitled to grieve the action or lack of action against them. Grievances that are related to an individual's disability, the services provided to him or her or the provision of these services should follow the procedure outlined below when the circumstances relate to academic issues. All other issues (i.e. housing, sporting events, facility access, etc.) should follow the grievance procedures outlined below for non-academic issues.

Grievance Procedure to Follow for Academic Issues

A student with a disability who feels that his or her situation has not been dealt with appropriately or a faculty member who feels he or she is asked to provide an unreasonable accommodation should take the following steps. At any point in the grievance procedure a resolution can be negotiated, and the parties may end the process.

If at any time during the grievance process the grieving party requires an accommodation to participate in the grievance procedures, the request must be communicated to the Coordinator for Student Disability Services at least five business days prior to any meeting or function.

The following steps should be taken in the order listed:

1. Meet with the Coordinator for Student Disability Services to discuss the situation and determine if the situation can be resolved.
2. If a resolution cannot be reached, the grieving party may file an internal grievance with the Director of the Student Success Center. Grievance forms are available in the Student Success Center and alternative formats may be requested.
3. The completed form should be turned in to the Director of the Student Success Center at which point the time and date received will be noted. The Director will provide written notification of receipt of the form within two business days.
4. The Director will then schedule a resolution meeting with the Dean of the respective school. This meeting will occur within three weeks of receipt of the grievance.
5. If a faculty member is initiating the grievance, he or she must provide the designated accommodation until a resolution can be achieved.
6. The grieving party may be asked to attend the resolution meeting. The grieving party will receive written notification of the meeting day, time and location at least one week prior to the meeting.
7. If asked to attend the resolution meeting, the grieving party may be accompanied by an advocate.
8. Upon completion of the resolution meeting, the Director of the Student Success Center will provide a written summary of the outcome of the meeting to the grieving party. A meeting with the Director may be requested to review the outcome.
9. If the grieving party is dissatisfied with the outcome of the meeting with the Director, he or she may request a meeting with the Associate Vice President of Student Success or his/her designee.
10. The Associate Vice President or designee will review all documentation pertaining to the situation and meet with the grieving party within two weeks of the request for the meeting.
11. The Associate Vice President or designee will hear the grievance and render a decision. A written copy of this decision will be mailed to the grieving party within five business days.
12. The Associate Vice President's or designee's decision is the final decision for the institution.
13. At this point, if the grieving party is a faculty member, the decision is binding.
14. If the grieving party is a student, he or she may file a complaint with the Office of Civil Rights at [How to File Complaint: Office of Civil Rights](#) or the Department of Justice at [File Complaint: Dept of Justice](#) .

Grievance Procedure to Follow for Non-Academic Issues

A student with a disability who feels that his or her situation has not been dealt with appropriately should take the following steps.

At any point in the grievance procedure a resolution can be negotiated, and the parties may end the process. If at any time during the grievance process the grieving party requires an accommodation to participate in the grievance procedures, the request must be communicated to the Coordinator for Student Disability Services at least five business days prior to any meeting or function.

The following steps should be taken in the order listed:

1. Meet with the Coordinator for Student Disability Services to discuss the situation and determine whether a solution can be negotiated.
2. If a resolution is not achieved, the student should meet with the Associate Vice President of Student Success or his/her designee.
3. The Associate Vice President/designee will meet with the Coordinator for Student Disability Services to review the details surrounding the complaint. The Associate Vice President/designee will consult with other relevant campus personnel.
4. The Associate Vice President/designee will meet with the student to discuss possible resolutions.
5. If a resolution cannot be achieved the Associate Vice President/designee will render a decision. A copy of this decision will be mailed to the student within five business days.
6. The decision of the Associate Vice President/designee is the final decision for the institution.
7. At this point, the grieving party may file a complaint with the Office of Civil Rights at [How to File a Complaint: Office of Civil Rights](#) or the Department of Justice at [How to File a Complaint: Dept of Justice](#)

4.0 HISTORY

This policy may be revised, edited, changed or removed at any time with or without notice to applicable individuals.

April 2000 – Established.

October 2013 – Revised.

April 2024 – Reviewed and revised. Placed in new format.

5.0 RELATED DOCUMENTS

[Form to Initiate Action on a Grievance](#)