

Policy 9.00: Grievance Procedure

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 in Procedure 9.01 when the circumstances relate to academic issues. All other issues (i.e. housing, sporting events, facility access, etc.) should follow the grievance procedures outlined in Procedure 9.02.

Procedure 9.01: Grievance procedure: 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 whether a solution can be negotiated.
2. If a resolution cannot be arrived at, the student or faculty member (the grieving party) should then meet with the Director of the Student Success Center. Arrangements can be made to meet with the Director of the Student Success Center at a location on campus other than the Student Success Center if the grieving party would prefer.
3. If after meeting with the Director of the Student Success Center a resolution cannot be reached, the grieving party can file an internal grievance with the Director of the Student Success Center. Forms to begin this procedure are available from the Secretary of the Student Success Center, the Dean of Students (Billingsly Student Center 347) or the Student Affairs Vice President (Billingsly Student Center, Room 347). Alternative formats of these forms will be made available upon request.
4. Once the grieving party has completed the form, it should be turned in to the Director of the Student Success Center at which point it will be time/date stamped. The Director will provide written notification of receipt of the form within two business days.
5. The Director of the Student Success Center will then convene a meeting of the Deans of Arts and Sciences, Business, Education, Technology and Students (or a designated representative from each area) to review the grievance. This meeting will occur within three weeks of receipt of the grievance.

6. If a faculty member is initiating the grievance, he or she must provide the designated accommodation until the Deans reach a decision.
7. The grieving party may be asked to attend the meeting of the Deans. The grieving party will receive written notification of the meeting day, time and location at least one week prior to the meeting.
8. If the grieving party is asked to attend the meeting, the Director of the Student Success Center will determine if witnesses may be called. The grieving party may bring an advocate with him or her.
9. Upon completion of the meeting, the Director of Student Success Center will provide a written summary of the outcome of the meeting to grieving party. He or she may request a meeting with the Director of the Student Success Center to review the outcome.
10. If at this point the grieving party is dissatisfied with the outcome of the meeting, he or she may request a meeting with the Vice President for Student Affairs.
11. The Vice President for Student Affairs will review all documents pertaining to the situation and meet with the grieving party within two weeks of the request for the meeting.
12. The Vice President for Student Affairs will hear the grievance and render a decision in consultation with legal counsel and the President of the university. A written copy of this decision will be mailed to the grieving party within five business days.
13. The decision of the Vice President for Student Affairs is the final decision for the institution.
14. At this point, if the grieving party is a faculty member, the decision is binding.
15. If the grieving party is a student, he or she may file a compliant with the Office of Civil Rights or the Department of Justice. Forms are available at via the Office of Civil Right (<http://www.ed.gov/about/offices/list/ocr/docs/howto.html?src=rt>) and Department of Justice's (<http://www.usdoj.gov/crt/ada/enforce.htm>) web pages.

Procedure 9.02: Grievance procedure: 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 cannot be created, the student (the grieving party) should then meet with the Vice President for Student Affairs (BSC 347).
3. The Vice President for Student Affairs will meet with the Coordinator for Student Disability Services to review the details surrounding the complaint. In addition, the Vice President for Student Affairs will consult with other relevant campus administrators (i.e. Director of Physical Plant, Coordinator of Student Housing, etc.) as the situation warrants.
4. The Vice President for Student Affairs will then meet with the grieving party to discuss possible resolutions to the complaint.
5. The Vice President for Student Affairs will hear the grievance and render a decision in consultation with legal counsel and the President of the university. A written copy of this decision will be mailed to the grieving party within five business days.
6. The decision of the Vice President for Student Affairs is the final decision for the institution.

At this point, the grieving party may file a complaint with the Office of Civil Rights or the Department of Justice. Forms are available at [via the Office of Civil Rights' \(http://www.ed.gov/about/offices/list/ocr/docs/howto.html?src=rt\)](http://www.ed.gov/about/offices/list/ocr/docs/howto.html?src=rt) and Department of Justice's (<http://www.usdoj.gov/crt/ada/enforce.htm>) web pages.