

Grievance Procedures for Accessibility Services
Accessibility Services, 123 Row Hall, counseling@westga.edu, (678) 839-6428,
<http://www.westga.edu/accessibility>
Updated June 2021

Accessibility Services strives to determine appropriate accommodations for all students who seek classroom and/or housing accommodations in accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. Students are expected to be aware of the ADA and Section 504 and be able to substantiate any complaint or accusation of non-compliance with reference to appropriate disability legislation. Students who do not feel that a decision made by, and/or policy/procedure established by, Accessibility Services fully complies with federal disability legislation should follow the grievance procedures as outlined below:

1. Students should first meet with their accessibility counselor and attempt to resolve the issue through discussion and the submission and review of any relevant documentation. The accessibility counselor, or student, may request that the Assistant Director of Accessibility Services be present for the meeting and collaborate with the accessibility counselor to reach a decision. It is anticipated that most problems or concerns can be addressed and resolved through this informal step.
2. Students who are not satisfied with the results of discussing an issue with their accessibility counselor should prepare a written grievance, signed and dated, that includes the following:
 - a. A summary of the situation, specifically identifying the decision made by, or policy/procedure established by, Accessibility Services that is believed to not comply with federal disability legislation;
 - b. The outcome the student believes to be reasonable and in compliance with federal disability legislation; and
 - c. Any additional documentation to support the student's position may also be provided.

Students will meet with the Director of the Counseling Center and Accessibility Services to discuss the grievance. A written response will be provided within five business days of the director receiving the written grievance.

3. Students who are not satisfied with the decision of the director may appeal to the Associate Vice President for Student Affairs. Students will be asked to sign a release of information allowing the director to forward the grievance and all relevant documentation and records to the AVP. The AVP will meet with the student and attempt to resolve the grievance. A

written response will be provided within five business days of the AVP receiving the grievance.

4. Students who are not satisfied with the decision of the AVP may request, in writing, that the grievance and all supporting documentation be submitted to the Vice President of Students Affairs and Enrollment Management for consideration. The VP will review all materials and conduct an informal, but thorough, investigation, which may include a meeting with the student at the VP's request. The VP will provide a written decision to the student within five business days of the VP receiving the grievance.
5. Students who are not satisfied with the decision of the VP may request, in writing, that the grievance and all supporting documentation be submitted to the President of UWG for consideration. The president may review the materials and make a decision alone, or may assemble a committee consisting of select faculty and staff who will review the grievance materials and make a recommendation to the president. The president will provide a written decision to the student within ten business days of receiving the grievance. This is the final decision at the institutional level.
6. Students who are not satisfied with the decision of the president may appeal in writing to the University System of Georgia Board of Regents. Students should refer to <http://www.usg.edu/policymanual/section8/C2363> for more information concerning this process.
7. Students who follow these grievance procedures are not excluded from pursuing other means of resolution, including the right to pursue a complaint with the U.S. Department of Education, Office of Civil Rights.

PLEASE NOTE: Students who feel that a decision made by, and/or policy/procedure established by, their instructor is not in compliance with federal disability legislation should discuss with their accessibility counselor and will be directed to follow the academic grievance process as outlined in the academic catalogue. The appeals process is available at <https://www.westga.edu/administration/vpaa/academicpolicies.php>.