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Colgate University Office of Student Disability Services (OSDS): Complaint Resolution and Grievance Procedure

Office of Student Disability Services (OSDS): Complaint Resolution

The Office of Student Disability Services (OSDS) works collaboratively with students to provide individualized and appropriate adjustments related to academic, housing, and dining services. However, should a misunderstanding or disagreement related to a student's disability-related services occur, the student should first discuss their concerns with the individual with whom they originally met and/or issued their adjustments.

- A. If a disagreement continues about the appropriateness of the recommended/issued adjustments, services received, or the outcome of the meeting, the student is directed to contact the Director of the OSDS or, if appropriate, the Director of the Center for Learning, Teaching, and Research (CLTR).
- B. Within fifteen (15) calendar days after the student has contacted the Director of the OSDS or the Director of the CLTR, the contacted University professional will connect with the student to schedule a resolution conference. This resolution conference will occur in-person, via telephone, or via a virtual meeting and will include individualized time to discuss the student's concerns and discuss possible resolutions, if appropriate.
- C. If a student is unable to find resolution through the OSDS's Complaint Resolution procedure, they are directed to the OSDS's Grievance Procedure, if appropriate.

Office of Student Disability Services (OSDS): Grievance Procedure

The Office of Student Disability Services (OSDS) provides this grievance procedure in accordance with the Americans with Disabilities Act Amendments Act (ADAAA) to ensure students are provided swift, transparent, and equitable access to alleged violations or discrimination based on one's disability.

Review of one's grievance will only be considered on the conditions listed below.

- A. Procedural error, which applies only to cases when it is alleged the OSDS has made an error in the processing and/or review/consideration of documentation related to the student's requested adjustment(s)
- B. Violations of the Americans with Disabilities Act Amendments Act (ADAAA), the Fair Housing Act, and/or other related law that prohibits discrimination against individuals with disabilities

Grievances will not be considered in cases where students have missed deadlines, have submitted incomplete paperwork, have failed to be responsive to office inquiries, and/or seek to alter University policies or procedures.

Grievance Procedure:

- A. The grievance should be submitted in writing, dated, and include the student's name, Colgate identification number, address (University, home, or both), University-issued email address, and telephone number. The written grievance should also contain the location, date, clear description of the circumstances from which the perceived violation is alleged to arise, and copies of documentation the student wishes the OSDS's Appeals Committee (OSDSAC) review as part of their submission. (Alternative means to submit one's grievance will be allowed for individuals with disabilities upon request.)
- B. The grievance should be submitted as soon as possible, but no later than sixty (60) calendar days after the student believes the alleged violation occurred. Upon receipt of the grievance, the OSDSAC will schedule a meeting for the Committee to privately review the grievance within fifteen (15) calendar days. The OSDS will notify the student in writing of the scheduled Committee meeting.
- C. Within fifteen (15) calendar days following the Committee meeting, the OSDSAC will respond in writing to the student's grievance.
 - a. The OSDSAC may select to reject the grievance application if the application fails to meet the requirements of the application (e.g., procedural errors or violations of the ADA)
 - b. Upon request, the response will be made available in a format accessible to the student (e.g., enlarged print, audio recording, etc.).
 - c. The response will clearly explain the position of the OSDSAC and, if appropriate, offer solutions which the OSDSAC deems appropriate for substantive resolution of the concern.
- D. If the student believes the response received from the OSDSAC does not satisfactorily resolve the issue, the student may contact the United States Office for Civil Rights, using the link provided below, to address their concern.

[Office for Civil Rights](#)