

Approved by:
Admissions, Financial Aid and Special Accommodations Committee, November 2003
Academic Council, December 2003

Oklahoma City University
Student Health and Disability Services Office
Grievance Procedure

Oklahoma City University is committed to upholding the rights of students under the Americans with Disabilities Act (ADA). The University's Student Health and Disability Services Office exists in part to assist students in this regard. If a student who has registered with the Disability Services Office believes he or she has been denied a reasonable accommodation or has otherwise been denied rights afforded by the ADA and wishes to pursue the matter, the following procedure shall apply:

- (1) The student's first responsibility is to state, in writing, the nature of the problem and ask that the faculty member or appropriate department representative (housing, physical plant, library, etc.) address the situation or reconsider the individual's earlier decision. The student is also encouraged to discuss the problem with the faculty member of the course or appropriate department representative directly.
- (2) Upon receiving the student's written request, the faculty member or appropriate department representative shall, in a timely manner, respond in writing to the student's request and explain the basis for any decision.
- (3) If the student is not satisfied with the response from the faculty member or department representative, the student's next responsibility is to request, in writing, that the dean or the head of the relevant department help resolve the situation. In making this written request, the student shall attach a copy of the letter originally sent to the faculty member or department representative as well as a copy of the letter received in response. The student is also encouraged to discuss the situation directly with the dean or head of the relevant department.
- (4) Upon receiving the student's written request, the dean or department head shall, in a timely manner, respond in writing to the student's request and explain the basis for any decision.
- (5) If the student is not satisfied with the response from the dean or department head, the student is encouraged to discuss the problem with the Student Health and Disability Services Director, who may, at his or her discretion, informally meet with the Academic Dean, Academic Department Chair, department head and/or faculty member or appropriate department representative.
- (6) If the student is still unsatisfied and wishes to further pursue the matter, the student shall file a formal, written grievance. The University's Special Accommodations Committee will review the grievance. The student shall state the nature of the problem and provide sufficient information and documentation to enable to the Special Accommodations Committee to

- evaluate the student's grievance. In filing this grievance, the student must also submit copies of the written materials described in steps 1-4 above, unless extenuating circumstances prevent such action. The student shall submit this written grievance to the Student Health and Disability Services Director. The Student Health and Disability Services Director will then provide a copy of the written grievance to the faculty member of the course or department representative at issue and to the dean or the head of the relevant department.
- (7) Upon receiving the grievance, the Student Health and Disability Services Director shall forward it to the Special Accommodations Committee, which will meet to review the matter. All individuals submitting material concerning the grievance will be given the opportunity to appear and explain their positions before the committee if they so choose. After reviewing the matter, the Special Accommodations Committee shall make a written recommendation of resolution of the dispute.
 - (8) If the grievance concerns an academic matter, the Special Accommodations Committee shall make its recommendation to the Provost. In making its recommendation, the Special Accommodations Committee shall consider whether complying with the student's request would fundamentally alter the nature of the course or services in question, result in an undue burden, or would otherwise result in lowering academic standards.
 - (9) If the grievance concerns a non-academic matter (e.g., architectural barriers), the Special Accommodations Committee shall make its recommendation to the University's ADA Compliance Officer. In making its recommendation, the Special Accommodations Committee shall consider whether complying with the student's request would fundamentally alter the nature of the services in question, result in an undue burden, or is otherwise not readily achievable.
 - (10) The final decision of a grievance shall be made by the Provost (or his or her designee). In reaching a decision, these individuals shall consider the factors described in steps 8 and 9 above, as appropriate. A copy of the written decision and explanation shall be provided to the student and other relevant parties (faculty member, department representative, etc.) at issue in a timely manner.