



# Northland Pioneer College

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## DISABILITY RESOURCE & ACCESS OFFICE

### Procedure 0002

### Procedure for Accommodation Appeals

**Purpose:** In the event that a student is not satisfied with the disability-related accommodations provided in a specific course or have problems with a specific instructor, an appeals process is available.

#### Procedure:

1. **Contact the Instructor:** The instructor must be made aware of any complaints you may have about his/her class or the accommodations provided. The student has ten (10) working days from the time of the alleged failure to receive adequate accommodations to contact the instructor informally in order to attempt to resolve the complaint.
2. **Contact the Coordinator of DRA:** If the student feels the meeting with the instructor did not resolve the complaint he/she has five (5) working days from the time of the meeting with the instructor to initiate step 2. The student must meet with the Coordinator of the DRA to discuss the complaint. The DRA coordinator can intervene with the instructor when appropriate. The complaint will be documented and added to the student file.
3. **Contact the Vice President of Student Services:** In the event that the instructor or the DRA office could not resolve your complaint, the student has five (5) working days from the time of the meeting with the DRA coordinator to submit a written appeal to the VP of Student Services. The VP of Student Services will review the complaint and meet with the student within five (5) working days of receiving the letter of complaint.
4. **Appeal to the ADA Review Committee:** In the event the VP of Student Services was not able to assist in resolving the complaint, the VP of Student Services will forward the Written Appeal the ADA Review Committee, within five (5) working days of receiving the written complaint. The ADA Review committee will render a decision within ten (10) working days of receiving the complaint from the VP of Student Services. The ADA review committee will be comprised of at least three people who would be representative of the accommodation in question. If the complaint concerns an instructional accommodation, the Dean of the course department and the VP of Instructional Services would be involved; should the complaint be in regards to a technology accommodation, the Director of Information Services would be involved; or should the complaint be in regards to facilities or furniture then the Director of Facilities would be involved.

5. ***Further Appeal:*** Further appeal to the ADA Review Committee's decision is permitted. The student has thirty (30) days from the time of receiving the answer from the ADA Review Committee to appeal the decision. However, the committee's decision upon a second appeal is final.

Please note that this grievance procedure refers only to disputes with academic accommodations relating to disabilities. Complaints not relating to a disability accommodation should follow the steps outlined in the Northland Pioneer College Student Handbook.