Grievance and Appeal Process: ADA and Section 504

Saint Mary's University of Minnesota ("the university") has adopted the following policy for grievances relating to accommodation decisions or disability discrimination. The Americans with Disabilities Act of 1990 (the ADA) and its Amendments Act (2008), and Section 504 of the Rehabilitation Act of 1973 (the Rehabilitation Act) prohibit the university from excluding people from participation in its educational programs or activities based on their disability, from denying them the benefits of such programs or activities, and from discriminating against such individuals.

Students have the right to file a complaint directly with the Office of Civil Rights (OCR) of the United States Department of Education (DOE).

Appeal relating to accommodation decisions

1. When a student does not agree with an accommodation decision, the student is encouraged to discuss any concerns with the Director of Access Services within five (5) business days from the date of the accommodation decision. The concerns can be submitted either in writing (hard copy or electronic) or communicated verbally.
2. If the student does not agree with the decision of the Director of Access Services regarding the accommodation decision, the student may appeal the decision in writing to the Vice President for Student Development within ten (10) business days from the date of the director's decision. The vice president will communicate a decision to the student in writing within ten (10) business days from the date the appeal was received.
3. The decision on appeal exhausts the student's administrative remedies. Should the student not be satisfied with the outcome of the appeal, the student may utilize the external complaint process as outlined in "External Grievances/Complaint Procedure" below.

Grievance relating to discrimination complaint

A student whose complaint concerns discrimination on the basis of disability or perception of disability is encouraged to use one of the following for assistance:

1. Call, write, or meet with the Director of Access Services.
2. Use the procedure outlined in the university's Discrimination Policy.
3. Call, write, or meet with the university's designated Section 504/ADA Coordinator.

University personnel will respect a student's request for privacy but may not be able to ensure confidentiality in resolving the complaint.

External Grievances/Complaint Procedure: Filing a Complaint with the Office of Civil Rights (OCR)

Saint Mary's University of Minnesota encourages students to use university procedures before pursuing remedies outside the university. Students have the right to file a complaint directly with the Office of Civil Rights (OCR) of the United States Department of Education (DOE). Complaints can be filed by:

Online: Students may file a complaint with OCR using OCR's electronic complaint form at the following website:

http://www.ed.gov/about/offices/list/ocr/complaintintro.html.

Mail or Facsimile: Students may mail or send by facsimile information to the address or phone number available at this link. You may use OCR's Discrimination Complaint Form or write your own letter. If you write your own letter, please include:

- Your name, address, and, if possible (although not required), a telephone number where you may be reached during business hours;
- Information about the person(s) or class of persons injured by the alleged discriminatory act(s) (names of the injured person(s) are not required);
- The name and location (city and state) of the institution that committed the alleged discriminatory act(s); and
- A description of the alleged discriminatory act(s) in sufficient detail to enable OCR to understand what occurred, when it occurred, and the basis for the alleged discrimination.

Email: You may email OCR's Discrimination Complaint Form or your own signed letter to ocr@ed.gov. If you write your own letter, please include the information identified above.

Note: A recipient of federal financial assistance may not retaliate against any person who has made a complaint, testified, assisted, or participated in any manner in an OCR matter or to interfere with any right or privilege protected by the laws enforced by

OCR. If you believe that you have been retaliated against for any of these reasons, you also may file a complaint with OC