

## **Boston College Student Grievance Procedure for Students with Disabilities**

It is a Boston College policy that no qualified student with a disability shall be denied the benefits of, excluded from participation in, or otherwise subjected to discrimination under any University program or activity. In response to a request made by a qualified student with an appropriately documented disability, the University will arrange for the provision of reasonable accommodations determined by the University to be necessary to afford the student the opportunity to participate in University programs.

### **Procedures**

If a Boston College student believes that he or she has been discriminated against in connection with any University program or activity because of a disability, he or she has the right to seek a review of such concerns.

### **Informal Resolution of Grievances**

Prior to initiating the formal complaint procedure described below, a student shall contact either the Assistant Dean for Students with Disabilities or the Associate Director of the Connors Family Learning Center, who will attempt to resolve the matter. If the complaint is not resolved to the student's satisfaction in a timely manner, the student may take the matter to the Vice President of Student Affairs. The Vice President of Student Affairs will notify the Executive Director for Institutional Diversity, who serves as the University's ADA/504 Coordinator, of the complaint. The Vice President of Student Affairs (or his or her designee) will then investigate the matter in consultation with either or both of the Director of Counseling Services and the Director of Health Services as appropriate. The Vice President will propose a resolution within seven days. If the proposed resolution is not satisfactory to the student, the student may file a formal complaint as described below.

### **Formal Grievance Process**

A student who has failed to achieve a satisfactory resolution through the informal process described above may initiate a formal grievance through the following procedure.

1. The student shall submit a formal written complaint to the University's ADA/504 Coordinator. The written complaint must be filed within ten days after the conclusion of the informal process above and shall include the following:
  - a. A full description of the problem and any relevant facts;
  - b. A summary of the steps the student has already taken in attempt to resolve the problem, including the names of persons involved;
  - c. A statement of the requested resolution and the student's rationale for the requested accommodations;
  - d. Any supporting documentation; and
  - e. The name, contact information and signature of the person initiating the complaint.

2. The ADA/504 Coordinator, or, in the Coordinator's absence, his or her designee will promptly appoint an ad hoc grievance committee. The committee will consist of the Assistant Dean for Students with Disabilities or the Associate Director of the Connors Family Learning Center, a faculty member, an administrator, and any other appropriate academic or administrative personnel. The Coordinator will notify the student as to the committee members. If the student has a good faith objection to any committee member's participation, the student must respond with a written objection within two days. The ADA/504 Coordinator will either replace such member or instruct the committee to proceed without him or her.
3. The ad hoc grievance committee will investigate the grievance. Subject to the confidentiality requirements of this policy described below, the committee may interview or consult with the student and any other individual the committee believes to have relevant information, including faculty, staff, and students. In addition, the Vice President of Student Affairs will, upon a timely request of the student, provide a written summary of the Vice President's investigation and any findings to the ad hoc grievance committee.
4. The committee will conclude its investigation and submit its findings to the ADA/504 Coordinator within two weeks of initiating the investigation. The written findings will include findings of fact and a proposed resolution, if any.
5. The ADA/504 Coordinator may take whatever actions he or she believes is warranted based on the findings of the committee, which may include corrective steps and measures to provide reasonable accommodations. The Coordinator will promptly communicate the resolution to the student and the relevant department or other individuals in writing.
6. The decision of the ADA/504 Coordinator shall be final and any actions taken in response will complete the grievance process.

**Confidentiality.**

The student's confidentiality shall be maintained by each person involved in the informal or formal investigation or resolution of a student grievance under this policy. Any disclosures regarding the student or the investigation shall be limited to the minimum necessary to accomplish the investigation or address the student's grievance, and no clinical information shall be disclosed without the student's prior permission. Each person who is interviewed or consulted during an investigation shall be informed of the obligation to maintain the student's confidentiality. All notes, correspondence, and other documents relating to a student's grievance shall be maintained securely and confidentially. Upon the resolution of the student's complaint, all these documents shall be transferred to the office that originally handled the student's request for accommodations (in most cases either the office of the Assistant Dean for Students with Disabilities or the Associate Director of the Connors Family Learning Center) and maintained securely and confidentially.