

## **Student Disability Services Student Grievance Procedure**

UMBC's Student Disability Service's office is committed to providing accommodations and services that are necessary to make all programs and activities accessible to registered UMBC students. The office has adopted an internal grievance procedure to allow for the resolution of problems reported by students with disabilities regarding access. A UMBC student who believes she or he has not received or been denied appropriate accommodations or modifications under Section 504 of the Rehabilitation Act of 1973 or the Americans with Disabilities Act (ADA), as amended, has the right to pursue a prompt and equitable resolution. In all cases, documentation of a student's disability and UMBC approved accommodations must be on file in the SSS Student Disability Services office.

### **PROCEDURE:**

1. Students are encouraged to attempt to resolve disability-related accommodation problems, for example not receiving extended time on a test, with professors, TAs, or departments informally first by speaking directly with the person involved.
2. After speaking to the person involved, if a student with a disability believes a satisfactory resolution was not obtained, then the student should contact the UMBC Disability Specialist who approved his/her accommodations to discuss the issues involved.
3. The Disability Specialist and student will discuss possible solutions to the concerns. The Disability Specialist may need to contact the instructor(s). The student may also seek (or be encouraged) to resolve the matter by requesting a meeting with the department chair, supervisor or Dean over the person who was directly involved.
4. If the student is not satisfied with the outcome of the meeting or resolution plan with the Disability Specialist, the student may request a meeting with the Director of Student Disability Services to review the issue.
5. The Director will discuss the student's concerns and attempt to resolve the problem or mediate the issue. This may include additional discussions or meetings with other parties involved and a corrective action plan.
6. If the student is not satisfied with the Director's resolution or the problem has not been effectively resolved, the Director will advise the student to contact the Section 504/ADA Coordinator in the UMBC Human Relations office to request a formal review.

#### **Stephanie Lazarus**

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