# UMBC Office of Student Disability Services (SDS)

# Student Grievance Procedure

The University of Maryland, Baltimore County’s Office of Student Disability Services (SDS), within the Office of Accessibility & Disability Services under the Division of Academic Affairs, is committed to providing reasonable accommodations and services necessary to make all University programs and activities accessible to UMBC students with disabilities. UMBC prohibits discrimination against any individual on the basis of disability. A UMBC student who believes she or he has not received or has been denied appropriate accommodations or modifications, or has been the recipient of discrimination based on disability under the requirements of 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. The SDS office has adopted the following internal grievance procedure to allow for the resolution of complaints reported by students with disabilities. In all cases, documentation of a student’s disability and UMBC approved accommodations must be on file in the SDS office.

1. Students registered with SDS and approved for accommodations are encouraged to attempt to resolve disability-related concerns informally first by contacting a UMBC Disability Specialist to discuss the circumstances of the situation.
2. The Disability Specialist and student will discuss possible solutions to the concerns. The Disability Specialist may need to contact the instructor(s)/persons involved and will also ask the student for copies of any correspondence related to the matter (emails or summaries of conversations between involved parties).
3. If the student is not satisfied with the outcome of the meeting or resolution plan recommended by the Disability Specialist, the student may request or may be referred to meet with the Director of Student Disability Services/Assistant Vice Provost for Accessibility & Disability Services to review the grievance and continue the process.
4. The student is asked to submit a written statement (email or hard copy) to the Director in advance of their meeting outlining as specific as possible the actions or inactions that precipitated the grievance including dates and persons involved, alleged violation, efforts or actions made to settle the matter informally, and the resolution that is being sought.
5. The SDS Director will meet with the student to discuss the concerns, investigate the complaint, and attempt to resolve the problem through mediation of the issue or development of a corrective action plan. This may include additional discussions with the parties involved, meetings with the department chair, supervisor or Dean over the person(s) directly involved, and the campus ADA Coordinator. A proposed resolution will be provided to the student in writing within 14 days of grievance submission.
6. If the student is not satisfied with the SDS Director’s resolution or does not believe the problem has been effectively resolved, the student has the right to appeal through request of a meeting with the Vice Provost for Academic Affairs to review the grievance. The Vice Provost will issue a final resolution within 30 days of receipt.
7. The student also has the right to submit a formal written complaint to UMBC’s Human Relations Officer through the University’s Discrimination Complaint Procedure found at <https://humanrelations.umbc.edu/non-discrimination/policies-and-procedures/>.

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