



Accessibility Resource Center
~Ensuring Access, Supporting Success~

GRIEVANCE PROCEDURE **UNDER THE AMERICANS WITH DISABILITIES ACT**

Thiel College has established this Grievance Procedure to meet the requirements of the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973 and the Fair Housing Act (FHA). Its purpose is to provide for prompt and fair resolution of complaints of discrimination on the basis of disability by students who allege discrimination in the provision of programs, services and activities offered by the College. Thiel College is committed to a policy of ensuring that no otherwise qualified individual with a disability is excluded from participation in, denied the benefits of, or subjected to discrimination in college programs or activities due to his, her, or their disability.

These guidelines provide information on how to proceed if a student believes he/she has been denied equal access, denied appropriate accommodations or has experienced discriminatory harassment as described in the Americans with Disabilities Act. A student is not required by law to use the institutional grievance procedure before filing a complaint with the Office for Civil Rights (OCR) of the U.S. Department of Education; however, both the OCR and the college encourage using internal grievance procedures before filing a complaint with OCR.

For complaints related specifically to academic accommodations for students with disabilities provided through the Accessibility Resource Center, the following procedures should be followed:

1. If students have difficulty with academic accommodations approved by the Accessibility Resource Center, they are encouraged to informally discuss their concerns with the coordinator and/or faculty member.
2. If a disagreement about the appropriateness of recommendations remains, the student can file a grievance with the Associate Academic Dean within fifteen (15) business days from the date of the occurrence giving rise to the grievance.
3. The grievance must be submitted in writing by the student and contain:
 - Name and address of the person(s) filing it
 - Brief description of the alleged violation of the regulations
 - Any supporting documentation for the grievance
 - Resolution sought by the student
 - A release of information form, signed by the student, allowing the Accessibility Resource Center to release records to all involved parties.
4. The Associate Dean shall assess the formal complaint and review all information necessary to render a written determination.

If requested, the student shall supply any additional information and/or documentation as requested by the Associate Dean. Within fifteen (15) business days of receipt of the grievance, the Associate Dean will issue a written letter of determination of the student's grievance, which will be forwarded to all parties involved.

5. If the response by the Associate Academic Dean does not satisfactorily resolve the issue, the student may appeal the decision within fifteen (15) business days after receipt of the response. A written appeal must be submitted to the Vice President for Academic Affairs, Dean of the College and shall contain all information outlined in step #3 above as well as the Associate Academic Dean's letter of determination.
6. The Dean shall assess the formal appeal and review all information necessary to render a written determination. If requested, the student shall supply any additional information and/or documentation as requested by the Dean. Within fifteen (15) business days of receipt of the second level grievance, the Dean will issue a written letter of determination of the student's grievance, which will be forwarded to all parties involved.
7. If the response by the Dean does not satisfactorily resolve the issue, the student may appeal the decision to the Office for Civil Rights (OCR) in accordance with their policies and procedures.

For complaints related specifically to housing accommodations; access to student events, activities or services; or discriminatory harassment the following procedures should be followed.

1. If students have difficulty with housing accommodations or access to student events, activities or services they are encouraged to informally discuss their concerns with the appropriate staff member:

Housing Accommodations:	Erin Bain, Accessibility Resource Center
	Robert Phillips, Director of Residence Life
Student Events and Activities:	Than Oo, Assistant Dean for Student Engagement
2. If a disagreement about the appropriateness of accommodations remains, the student can file a grievance with the Director of Residence Life within fifteen (15) business days of the occurrence giving rise to the grievance.
3. The grievance must be submitted in writing by the student and contain:
 - Name and address of the person(s) filing it
 - Brief description of the alleged violation of the regulations
 - Any supporting documentation for the grievance
 - Resolution sought by the student
 - A release of information form, signed by the student, allowing the Accessibility Resource Center to release records to all involved parties.
4. The Director of Residence Life shall assess the formal complaint and review all information necessary to render a written determination. If requested, the student shall supply any additional information and/or documentation as requested by the Director of Residence Life. Within fifteen (15) business days of receipt of the grievance, the Director of Residence Life will issue a written letter of determination of the student's grievance, which will be forwarded to all parties involved.
5. If the response by the Director of Residence Life does not satisfactorily resolve the issue, the student may appeal the decision within fifteen (15) business days after receipt of the response. A written appeal

must be submitted to the Vice President for Student Life and shall contain information outlined in #3 above, as well as the Director of Residence Life letter of determination.

6. The VP for Student Life shall assess the formal appeal and review all information necessary to render a written determination. If requested, the student shall supply any additional information and/or documentation as requested by the VP for Student Life. Within fifteen (15) business days of receipt of the second level grievance, the VP for Student Life will issue a written letter of determination of the student's grievance, which will be forwarded to all parties involved.
7. If the response by the VP for Student Life does not satisfactorily resolve the issue, the student may appeal the decision to the Office for Civil Rights (OCR) or the office of Housing and Urban Development in accordance with their policies and procedures.

For complaints related specifically to athletic events and activities the following procedures should be followed.

1. If students have difficulty with access to athletic events, activities or services they are encouraged to informally discuss their concerns with the appropriate staff member.
2. If a disagreement about the appropriateness of accommodations remains, the student can file a grievance with the Associate Director of Athletics within fifteen (15) business days of the occurrence giving rise to the grievance.
3. The grievance must be submitted in writing by the student and contain:
 - Name and address of the person(s) filing it
 - Brief description of the alleged violation of the regulations
 - Any supporting documentation for the grievance
 - Resolution sought by the student
 - A release of information form, signed by the student, allowing the Accessibility Resource Center to release records to all involved parties.
4. The Associate Director of Athletics shall assess the formal complaint and review all information necessary to render a written determination. If requested, the student shall supply any additional information and/or documentation as requested by the Director of Compliance and Eligibility. Within fifteen (15) business days of receipt of the grievance, the Associate Director will issue a written letter of determination of the student's grievance, which will be forwarded to all parties involved.
5. If the response by the Associate Director of Athletics does not satisfactorily resolve the issue, the student may appeal the decision within fifteen (15) business days after receipt of the response. A written appeal must be submitted to the Director of Athletics and shall contain information outlined in #3 above, as well as the Associate Director of Athletics' letter of determination.
6. The Director of Athletics shall assess the formal appeal and review all information necessary to render a written determination. If requested, the student shall supply any additional information and/or documentation as requested by the Director of Athletics. Within fifteen (15) business days of receipt of the second level grievance, the Director of Athletics will issue a written letter of determination of the student's grievance, which will be forwarded to all parties involved.
7. If the response by the Director of Athletics does not satisfactorily resolve the issue, the student may appeal the decision to the Office for Civil Rights (OCR).

The Accessibility Resource Center will maintain record of all grievances, which will remain confidential and be maintained separately from the student's Accessibility Resource Center file.

Contact Information

THIEL COLLEGE 75 COLLEGE AVENUE GREENVILLE, PA 16125	
Coordinator of the Accessibility Resource Center Erin Bain, MEd Langenheim Library, Room 5 (724) 589-2371 EBain@thiel.edu accessibilityservices@thiel.edu	Associate Dean for Academic Programs & Records Laura Pickens, Ph.D. Roth Hall (724) 589-2009 lpickens@thiel.edu
Housing Coordinator Rachel Breckenridge HMSC (724) 589-2198 RBreckenridge@thiel.edu	Vice President of Academic Affairs, Dean of the College Greg Butcher, Ph.D. Roth Hall (724)- 589-2031 gbutcher@thiel.edu
Assistant Dean for Student Engagement Than Oo HMSC (724) 589-2192 too@thiel.edu	Director of Residence Life Robert Phillips HMSC (724) 589-2193 rphillips@thiel.edu
Associate Director of Athletics Ed Topoleski Beeghly Gym (724)589-2164 etopoleski@thiel.edu	Vice President for Student Life Mike McKinney, Ed.D. HMSC (724) 589-2600 mmckinney@thiel.edu
Director of Athletics Jason Fautas Beeghly Gym (724)589-2212 jfautas@thiel.edu	

U.S. Department for Civil Rights Department of Education PHILADELPHIA OFFICE U.S. Department of Education The Wanamaker Building 100 Penn Square East, Suite 515 Philadelphia, PA 19107-3323 Telephone: (215) 656-8541 Fax: (215) 656-8605 Email: OCR.Philadelphia@ed.gov http://www2.ed.gov/about/offices/list/ocr/index.html	U.S. Department of Housing and Urban Development Fair Housing Act Complaints PHILADELPHIA REGIONAL OFFICE U.S. Department of Housing and Urban Development Mid-Atlantic Office 100 Penn Square East, 12th Floor Philadelphia, PA 19107 Telephone: (215) 861-7643 Fax: (215) 656-3449 http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/complaint-process
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