

THIEL

C O L L E G E

Disability 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 or her 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 Disability Resource Center, the following procedures should be followed.

1. If students have difficulty with academic accommodations approved by the Disability Resource Center they are encouraged to informally discuss their concerns with the director 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 Disability 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:	Clarissa Arbuckle, Disability Resource Center Diana Mazur, Housing
Student Events and Activities:	Than Oo, Student Activities and Involvement
2. If a disagreement about the appropriateness of accommodations remains, the student can file a grievance with the Associate Dean of Students/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 Disability 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 Dean of Students 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 of Student Life and shall contain information outlined in #3 above, as well as the Associate Dean's letter of determination.

6. The VP of 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 of Student Life. Within fifteen (15) business days of receipt of the second level grievance, the VP of 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 of 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 Director of Compliance and Eligibility 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 Disability Resource Center to release records to all involved parties.
4. The Director of Compliance and Eligibility 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 Director of Compliance and Eligibility 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 Director of Compliance and Eligibility's 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 Disability Resource Center will maintain record of all grievances, which will remain confidential and be maintained separately from the student's Disability Resource Center file.

Contact Information

THIEL COLLEGE 75 COLLEGE AVENUE GREENVILLE, PA 16125	
Coordinator of the Disability Resource Center Clarissa Arbuckle, M.A., N.C.C. Langenheim Library, Room 5 (724) 589-2063 disabilityservices@thiel.edu	Associate Academic Dean Mary Theresa Hall, Ph.D. Roth Hall (724) 589-2154 mthall@thiel.edu
Housing Coordinator Diana Mazur HMSC (724) 589-2189 dmazur@thiel.edu	Vice President of Academic Affairs, Dean of the College Elizabeth Frombgen, Ph.D. Roth Hall (724) 589-2200 efrombgen@thiel.edu
Director of Student Activities and Involvement Than Oo HMSC (724) 589-2192 too@thiel.edu	Assistant Dean of Student Life, Director of Residence Life Shannon Reesh M.S.Ed. HMSC (724) 589-2193 sreesh@thiel.edu
	Vice President of Student Life Mike McKinney, M.S. Ed. HMSC (724) 589-2600 mmckinney@thiel.edu
	Director of Compliance and Eligibility Lori Schimmel Beeghly Gym (724)589-2164 lschimmel@thiel.edu
	Director of Athletics Amy Shafer Beeghly Gym (724) 589-2212 aschafer@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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