



STUDENT DISABILITY SERVICES GRIEVANCE PROCEDURE

The University of the Incarnate Word (UIW) 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 university programs or activities due to his or her disability. The University is fully committed to complying with all requirements of the 1990 Americans with Disabilities Act (ADA) as amended by the 2008 Americans with Disabilities Amendments Act (ADAAA) and Section 504 of the Rehabilitation Act of 1973 and the Fair Housing Act of 1968.

If a situation occurs in which a student believes that he/she was treated unfairly by a staff member, faculty member or administrator (as it pertains to services and accommodations for his/her disability), the student should schedule a conference with the individual in an attempt to resolve the issue.

After the conference with the individual staff, faculty member, or administrator involved, if the student believes that an issue still exists, he/she shall have the right to file a formal grievance. The grievance procedure is designed to address disagreements or denials regarding requested services, accommodations, or modifications to university academic practices or requirements.

The grievance procedure is not intended to replace other University policies and procedures such as dispute of grade appeals. Students can consult with the Office of Student Disability Services regarding the most appropriate University policy or procedure to address a particular concern.

Preliminary Procedure for Addressing Concerns about Accommodations

Students with disabilities are responsible for contacting Student Disability Services if reasonable accommodations are not implemented in an effective and timely manner or if any accommodation related issues arise. Concerns should be directed to Michelle Beasley, Manager of Student Disability Services, Suite 51 Administration Bldg., 4301 Broadway CPO 295, San Antonio, Texas 78209, phone (210) 829-3997; beasley@uiwtx.edu. The preliminary review will be completed within 10 working days. Concerns may be submitted by e-mail. If the concern cannot be resolved by this process, the student may then submit a formal written grievance.

Procedures for Submitting a Formal Grievance

- a. Formal grievances alleging violation of the ADA, ADAAA or Section 504 must be made in writing to Monica Ayala Jimenez, Associate Provost of Student Success, 4301 Broadway CPO 96, Chapel Bldg., Room 16, San Antonio, Texas, phone (210) 805-5813; majimen8@uiwtx.edu. Formal grievances may be submitted by e-mail.

- b. The complaint should specify the nature of the grievance and the period of time and circumstances in which the issue occurred. This may be supplemented by supporting documents and should be filed within thirty (30) days in which the alleged violation occurred.
- c. The Associate Provost of Student Success may decide to convene a meeting with the student as well as the staff, faculty member or administrator in question or may choose to hear from each party separately.
- d. The Associate Provost of Student Success will review the grievance and provide a response within 10 working days.
- e. The Associate Provost of Student Success' decision is final and there is no further appeal to another University administrator or office.

Retaliation

Retaliation is defined as an adverse action in academic activities or University sponsored programs, taken against any student who files a grievance, participates in the investigation or resolution of a grievance, or otherwise demonstrates opposition to a discriminatory academic or program policy or practice. Retaliation of any kind against a complainant is strictly prohibited by University policy, state and federal law.

Retaliation is considered a separate infraction from the original complaint, regardless of the outcome of the original complaint. Any student who believes he/she has experienced retaliation as a result of filing a grievance concerning accommodations should promptly contact the Office of Student Disability Services.

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