**AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE**

State University of New York/College at Old Westbury

The State University of New York College at Old Westbury has adopted this grievance procedure to provide for the prompt and equitable resolution of student complaints alleging ADA, Title II violations. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in accessing services, programs or activities.

**Procedure for Disability-Related Complaints**

1. The student should speak to the Director of the Office of Services for Students with Disabilities (OSSD) about his/her concerns in an effort to resolve the problem.
2. A complaint should be filed in writing and must contain the name, address, student ID number, phone number(s) and e-mail address of the person(s) filing it and briefly describe the alleged violation of the regulations. It should be filed with the Director of the OSSD within a reasonable timeframe from the date of the alleged violation/complaint.
3. An investigation conducted by the Director, as may be appropriate, shall follow the filing of the  
   complaint. The investigation will be thorough, and will afford all interested persons and their representative, if any, an opportunity to submit evidence relevant to the complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Director and forwarded to the complainant, as well as a copy to the Vice President of Student Affairs, within a reasonable timeframe after the conclusion of the investigation. The Director shall maintain the files and records relating to the complaints filed for a period of seven years.
5. If the complainant is dissatisfied with the resolution, he/she can request a reconsideration of the case. The request for reconsideration should be made within 20 calendar days of receipt of the resolution from the Director by the complainant.
6. If a grievance is against the Director or a staff member of the OSSD, this procedure should be followed, except the complaint should be filed with the Vice President of Student Affairs.
7. To the extent practicable, all aspects of the investigation conducted in accordance with this procedure will be confidential. Involved parties may not retaliate against a student for filing a grievance.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that the State University of New York College at Old Westbury complies with the Americans with Disabilities Act.
9. The use of this procedure does not preclude the pursuit of other remedies, including the filing of an ADA complaint with the Office of Civil Rights of the U.S. Department of Education or other responsible agencies.

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_

(OSSD 7/23/15)