**Resch Academic Success Center Accessibility Services Services (AS) Grievance Procedure**

The Academic Success Center Accessibility Services office (AS) provides assistance to students with varying degrees and types of disabilities in order to maximize educational opportunity and academic potential. Youngstown State University affirms this principle of equal access in its equal opportunity policies found in 2001.03 and 7001.02. Accessibility Services supports students in their right to file a grievance when a student believes they have been denied equal access either in the form of eligibility, appropriate and reasonable accommodations, and/or auxiliary aids, or believe they have experienced discriminatory harassment as defined in the University’s nondiscrimination policies, Ohio Revised Code 4112, Sections 501 and 504 of the Rehabilitation Act of 1973, and The Americans with Disabilities Act as amended in 2008.

Accessibility Services encourages students to present his or her complaint by following the four step process outlined below. Note that students are permitted to directly file a complaint with the University’s Office of Equal Opportunity and Diversity; the State of Ohio Civil Rights Commission; or the United States Department of Education, Office of Civil Rights, although the steps outlined below are encouraged as an initial response. Students are also encouraged to review the University’s Policy Register regarding academic and non-academic grievance policies. Complaints related to a student’s disability should be immediately brought to the attention of Accessibility Services staff. The Accessibility Service office will serve as the University’s primary point of contact in initially reviewing student disability related matters. It is expected that University offices, such Accessibility Services, and the Office of Equal Opportunity and Policy Development, will consult with each other as appropriate and as necessary. It is expected that student complaints are addressed in as expeditious manner as possible, understanding that each case requires additional time as set forth in University policies and procedures.

**Four Steps to Addressing and Resolving a Complaint**

1. Accessibility Service Coordinator – Students should present and discuss the complaint with his or her Coordinator located in the Accessibility Service office, Kilcawley Center room 2082. The Accessibility Service office recommends that the student bring their complaint to the Accessibility Service representative’s attention as soon as possible. The Accessibility Service office may consult with the appropriate University personnel depending on the nature and scope of the complaint. The student and the Accessibility Service office will engage in an interactive process in order to attempt to resolve the issue. Resolution of the presented issue may be reached at this level. However, if a resolution is not reached, students should proceed to the following step.

2. Director of the Academic Success Center (ASC) – The student must file a written appeal to the Director of the ASC office or his or her designee within 15 business days following the undesired outcome of step one. The Director of the ASC will review the student’s written appeal, which may include consulting with the student, and will respond within 15 business days\* following receipt of the written appeal. The following information must be included in the written appeal:

* A detailed description of the complaint
* Any supporting documentation for the complaint and/or appeal
* Outcome summary from step one
* Resolution sought by student

Resolution of the presented issue may be reached at this level. However, if a resolution is not reached, students should proceed to the following step.

3. The Office of Equal Opportunity and Policy Development– The student should submit a written

appeal within 15 business days\* following the unsatisfactory outcome of step two to the Office of Equal Opportunity and Diversity. The Office of Equal Opportunity and Policy Development will consult with the student to determine whether informal resolution should be attempted or whether the Office of Equal Opportunity and Policy Development will implement a Formal Investigation, and respond in accordance with the Grievance for Investigating Complaints of Discrimination and Harassment \* per policy 2001.03. The following information must be included in the written AS appeal:

* A detailed description of the original complaint and appeal
* Any supporting documentation for the complaint and/or appeal
* Resolution sought by student
* The written response from the Director of the ASC from step two

Resolution of the presented issue may be reached at this level. However, if a resolution is not reached, the complainant has exhausted the internal University complaint procedures.

4. Offices for Civil Rights – If resolution was not met by step three, the student may choose to file a complaint with the State of Ohio’s Civil Rights Commission within 180 days of the alleged incident, the Equal Employment Opportunity Commission within 300 days of the alleged employment incident and/or the United States Department of Education Office for Civil Rights within 180 days of the alleged incident.

Additionally, a student may contact the Ohio Legal Rights Services. The preceding agencies will accept complaints and investigate according to their policies and procedures.

\*Summer session, holidays and inter-semester breaks including Spring Break and Winter Break are not included in the time frame of 15 or 45 business days.

**Grievance Procedure Contact Information**

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| ASC Accessibility Services  Youngstown State University  One University Plaza  Youngstown, OH 44555  Phone (330) 941-1372 | Academic Success Center  Kilcawley Center  Youngstown State University  One University Plaza  Youngstown, OH 44555  Phone (330) 941-3538 |
| The Office of Equal Opportunity and Policy Development  Youngstown State University  Tod Hall  Youngstown State University  One University Plaza  Youngstown, OH 44555  Phone (330) 941-2216 | U.S. Department of Education,  Office for Civil Rights  Phone: (312) 886-8434  TDD: (312) 353-2540  Fax: (312)353-4888 |
| Ohio Civil Rights Commission  The Akron Regional Office  Phone: (330) 643-3100  TDD: (330)643-1488  Fax: (330) 643-3120 | Ohio Legal Rights Service  Phone/TDD: (614) 766-7264  Fax: (614) 644-1888 |
| Equal Employment Opportunity Commission  Anthony J. Celebrezze Federal Building  1240 E. 9th Street, Suite 3001  Cleveland, OH 44199  Phone/TTY: 1-800-669-6820 |  |