



EDUCATIONAL ACCESS SERVICES

Educational Access Services Grievance Procedure

- I. Grievances may include 2 separate processes.
 - a. The first two grievances share the same process. The grievance may be that you were denied accommodations, or you believe your provided accommodations are not reasonable
 - b. The second grievance process is for when an unlawful act of discrimination or a violation of your rights has occurred.
- II. Process One for grievances related to a denial of or unreasonable accommodations.
 - **Process One, Step One:** Speak with EAS to create an informal complaint. This is where most problems are resolved.
 - If your grievance is resolved, no further action is needed.
 - If your grievance was not resolved to your satisfaction, you may continue to Step 2 for Process One.
 - **Process One, Step Two:** Create a formal complaint with EAS by completing the Grievance Form.
 - EAS will schedule a meeting to discuss the formal Grievance Form.
 - EAS will provide written documentation of the decision reached.
 - i. If your grievance is resolved, no further action is needed.
 - ii. If your grievance was not resolved to your satisfaction, you may continue to Step 3 for Process One
 - **Process One, Step Three:** Complete an EAS Grievance Appeal form and submit it to the Vice President of Student Affairs. Please allow time for the investigation.
 - If your grievance is resolved, no further action is needed.
 - If your grievance was not resolved to your satisfaction, you may continue to Step 4 for Process One
 - **Process One, Step Four:** File a complaint with the Office of Civil Rights (OCR).
 - The OCR often wants proof the student and university have already attempted to resolve the problem.
- III. Process Two for grievances related to discrimination or violation of rights.
 - **Process Two, Step One:** Use the university Report It App found on your MAVzone.
 - School officials will investigate the report, including any necessary departments in the process. Please allow time for the investigation.
 - i. If your grievance is resolved, no further action is needed.
 - ii. If your grievance was not resolved to your satisfaction, you may continue to Step 2 for Process Two
 - **Process Two, Step Two:** Contact the Vice President of Academic Affairs to create a formal complaint. Call 970-248-1881 or visit Lowell Heiny Hall, Room 204
 - If your grievance is resolved, no further action is needed.
 - If your grievance was not resolved to your satisfaction, you may continue to Step Three for Process Two
 - **Process Two, Step Three:** File a complaint with the Office of Civil Rights - OCR links to website.
 - The OCR often wants proof the student and university have already attempted to resolve the problem.

For additional information or assistance with the grievance process, please contact EAS by calling 970-248-1856 or stop by the office in Houston Hall room 108.