Grievances for Educational Accommodations

Disability Services, within the Office of Diversity, Equity and Community Engagement, functions as the central point for accommodations in the educational environment for students. Under the direction of the Director of Disability Services, the office has responsibility for reviewing requests for academic accommodations from students and ensuring equitable access to the educational environment for students with disabilities.

If the student believes the accommodation(s) provided are not reasonable or not being met, or if the student’s requested accommodation is denied, the University has developed the procedure below to assist the student in the grievance and appeal process. The goal is to resolve concerns quickly and at the lowest level.

Informal Process

Students with disabilities should first discuss their situation with their assigned access coordinator or assistant director in Disability Services. Most disability-related issues or complaints about accommodations, services, faculty, other campus departments, programs, or facilities are generally resolved at this level.

Formal Process

If the student believes their concern is not resolved through the informal process, the student may request the formal process. In order to initiate the formal process, the student will complete a *Grievance Form* (attached) and make an appointment with the Director of Disability Services. This formal process may occur at any point the student elects to end the informal process.

Meetings for the formal process will be scheduled five (5) business days from receipt of the completed *Grievance Form*. Before the meeting, the Director will review the student’s form and all documentation contained within the student’s record in Disability Services.

Following the meeting, a notice of the Director’s decision will be made in writing and provided to the student within thirty (30) business days.

**Director of Disability Services**

E-mail: dsinfo@colorado.edu  
Phone number: 303-492-8671  
Fax number: 303-492-5601
ADA Compliance Review and Appeal

After following the Disability Services’ grievance process, the student may contact ADA Compliance to appeal a decision.

The ADA Compliance appeal process is outlined in the Office of Institutional Equity and Compliance’s Process and Procedures: [https://www.colorado.edu/oiec/ada-accessibility](https://www.colorado.edu/oiec/ada-accessibility).

Appeals may be submitted to adacoordinator@colorado.edu or by U.S. mail, or in person to the Office of Institutional Equity and Compliance, Administrative Research Center, Second Floor, University of Colorado Boulder, 557 UCB, Boulder, CO 80309.

**ADA Coordinator**

E-mail: adacoordinator@colorado.edu  
Phone number: 303-492-9725  
Fax number: 303-492-5005
General Information

Throughout the grievance and appeal process, the student will be afforded appropriate due process. For example, at any point during the grievance or appeal process, the student has the right to present documentation (not otherwise already provided) to support their position.

The Director of Disability Services and the ADA Coordinator will work in a prompt and equitable manner to resolve student grievances. The Director of Disability Services and the ADA Coordinator reserve the right to extend the timelines and deadlines outlined above for just cause and after written notice to the student.

The CU-Boulder ADA Coordinator is responsible for campus compliance with the Americans with Disabilities Act (ADA) and with Section 504 of the Rehabilitation Act. The University of Colorado Boulder will take steps to prevent disability discrimination or the recurrence of any disability discrimination found to have occurred, and will correct any discriminatory effects on the grievant and others, if appropriate. If a student believes she or he has experienced discrimination or harassment because of disability, they should contact the Office of Institutional Equity and Compliance directly at 303-492-2127 or cureport@colorado.edu. The University also prohibits retaliation against any person who files a complaint or participates in a grievance process.

Under the requirements of the ADA and the Rehabilitation Act, individuals with disabilities have a right to file complaints directly with the Office of Civil Rights within the U.S. Department of Education.
Disability Services

Grievance Form

Date: ____________________

Student Name: ____________________

Student ID: ____________________

Phone: ____________________

Campus email: ____________________

Reason for Grievance (Information should include: Clear explanation as to why grievance is being filed, a description of the concern, relevant dates, relevant documents, and remedy requested):

☐ I have met with my assigned access coordinator or assistant director to informally resolve this grievance on ____________________ (Date)

☐ I have decided to proceed directly to the formal grievance process

☐ In filing a Grievance, I give permission for those University staff members outlined in the procedure to review the student’s documentation, if necessary.

Student Signature: ____________________ Date: ____________________