

COLUMBUS STATE UNIVERSITY

Name: ADA Title II Grievance Procedure

Responsible Office: Office of Human Resources

I. PURPOSE

Columbus State University is committed to providing qualified individuals with disabilities equal access to its programs, services, and activities in accordance with Title II of the Americans with Disabilities Act of 1990, as amended ("ADA"), Section 504 of the Rehabilitation Act of 1973, and other applicable laws.

This procedure provides a prompt and equitable process for resolving complaints alleging disability discrimination or a denial of access to a University program, service, or activity.

II. SCOPE

The following matters ordinarily should be addressed through the applicable specialized University process:

- **Student requests for disability accommodations, academic adjustments, or auxiliary aids and services** should be submitted to the Center for Accommodation and Access in accordance with applicable University procedures.
- **Employee and applicant requests for reasonable accommodations related to employment** should be submitted to Human Resources and are governed by the University's Americans with Disabilities Act (ADA) Reasonable Accommodation Policy and associated procedures.
- **Complaints alleging disability discrimination in employment** will be addressed through the applicable University employment discrimination or complaint process.
- **Complaints arising under another University policy or grievance process** may be referred to the office responsible for administering that process.

Student grievances concerning the denial, modification, implementation, or handling of an individual disability accommodation administered by the Center for Accommodation and Access ordinarily will be addressed under the University's Student Disability Accommodation Grievance Procedure. Allegations involving broader disability discrimination or access to University programs, services, activities, facilities, or communications may be addressed under this ADA Title II Grievance Procedure.

The University will determine the appropriate process when a matter raises issues falling within more than one policy or procedure. An individual will not be required to navigate multiple University processes unnecessarily to obtain review of the same underlying concern.

III. ADA TITLE II COORDINATORS

The University's ADA Title II Coordinators are

Employees:

Venus Frank
Human Resources Generalist II
Columbus State University
4225 University Ave
Columbus, GA 31907
706-507-8920
frank_venus@columbusstate.edu

Students:

Sarah Secoy
Director for Center for Accommodation and Access
706-507-8757
secoy_sarah@columbusstate.edu

The ADA Title II Coordinators are responsible for coordinating the University's compliance with Title II of the ADA, including receiving or coordinating the review of grievances under this procedure.

The Coordinators may designate an appropriate University official to investigate or assist with the review of a grievance. When appropriate, the Coordinator may consult with or refer matters to Human Resources, the Center for Accommodation and Access, Facilities, University Police, UITS, Legal Affairs, or another University office with relevant responsibility or expertise.

IV. FILING A GRIEVANCE

A grievance should be submitted in writing and should include, to the extent reasonably available:

1. the name and contact information of the person filing the grievance;
2. a description of the alleged discrimination, accessibility barrier, or denial of access;
3. the date and location of the alleged incident or condition, if applicable;
4. the University program, service, activity, facility, or office involved;
5. any relevant supporting information; and
6. the resolution or corrective action requested, if known.

A grievance should ordinarily be submitted within **60 calendar days** of the alleged discrimination or the date the individual became aware of the alleged accessibility issue.

The University may extend or waive this timeframe for good cause, including circumstances in which the nature of the disability or other circumstances affected the individual's ability to file within the stated period.

A grievance may be submitted by email, mail, in person, or through any electronic reporting method designated by the University.

V. ACCESSIBLE METHODS FOR FILING

CSU will provide reasonable assistance and alternative methods for filing a grievance when needed because of a disability.

An individual who cannot submit a written grievance may contact the ADA Title II Coordinator(s) to request assistance or an alternative method of submission.

VI. REVIEW AND RESOLUTION

The ADA Title II Coordinator(s), or designee, will acknowledge receipt of the grievance within **five (5) business days**, when practicable.

The University will conduct an appropriate review of the grievance. The review may include:

- interviewing the complainant and other relevant individuals;
- reviewing documents, policies, records, or communications;
- inspecting a facility or physical condition;
- consulting individuals with relevant technical or subject-matter expertise; and
- considering possible corrective actions or reasonable modifications.

The nature and scope of the review will depend on the circumstances presented.

The University will endeavor to provide a written determination within **30 calendar days** after receipt of the grievance. If additional time is necessary, the complainant will be informed of the delay and, when practicable, the anticipated timeframe for completion.

The written determination will generally include the University's findings and, when appropriate, any actions the University intends to take.

VII. APPEAL

A complainant who is dissatisfied with the determination may submit a written appeal within **15 calendar days** of receiving the determination.

The appeal should explain the basis for requesting further review.

The appeal will be reviewed by either the Chief Human Resources Officer or the Chief Legal Affairs Officer.

The University will endeavor to issue a written appeal decision within **30 calendar days** of receiving the appeal. The appeal decision constitutes the University's final decision under this procedure.

VIII. INFORMAL RESOLUTION

Nothing in this procedure prevents the University or an individual from attempting to resolve an accessibility concern informally when appropriate.

An individual is not required to accept informal resolution in lieu of filing a grievance under this procedure.

IX. RETALIATION

CSU prohibits retaliation against any individual because the individual requested an accommodation or modification, raised an accessibility concern, filed a grievance, participated in a review or investigation, or otherwise exercised rights protected by applicable disability law.

X. RECORDS AND CONFIDENTIALITY

Records relating to grievances will be maintained in accordance with applicable law and University and University System of Georgia record-retention requirements.

Information will be shared only as reasonably necessary to review and address the grievance or as otherwise required or permitted by law.

XI. EXTERNAL RIGHTS

Use of this grievance procedure is not a prerequisite to pursuing any external remedy available under applicable law and does not extend any deadline for filing a complaint with an external agency or pursuing another legal remedy.

XII. ALTERNATIVE FORMATS

This procedure is available in alternative formats upon request.