

COLUMBUS STATE UNIVERSITY

Procedure Name: Student Disability Accommodation Grievance Procedure

Procedure Owner: Center for Accommodation and Access

Responsible University Office: Center for Accommodation and Access

Effective Date: 3/30/2019

Revisions: July 17, 2026

I. PURPOSE AND SCOPE OF POLICY

This procedure provides a process for resolving student disputes and grievances concerning disability accommodations administered by the Columbus State University Center for Accommodation and Access ("CAA").

This procedure applies to grievances concerning the denial, modification, implementation, or other handling of a student's disability-related accommodation or auxiliary aid or service.

This procedure does not govern:

- general academic appeals or complaints unrelated to disability accommodations;
- allegations of disability discrimination or broader accessibility concerns involving University programs, services, activities, facilities, or communications that are appropriately addressed under the University's ADA Title II Grievance Procedure;
- employment-related accommodation requests or employment discrimination complaints, including matters involving a student in their capacity as a University employee; or
- matters governed by another specific University appeal or grievance procedure.

When a matter raises issues that may fall within more than one University procedure, the University will determine the appropriate process and coordinate referral to the appropriate office. A student will not be required to navigate multiple University processes unnecessarily to obtain review of the same underlying concern.

II. DEFINITIONS

Accommodation: A reasonable modification, academic adjustment, auxiliary aid or service, or other disability-related measure provided to ensure a qualified student with a disability has equal access to the University's programs, services, and activities, as required by applicable law.

Center for Accommodation and Access ("CAA"): The University office responsible for administering disability-related accommodations for students.

Disability: A physical or mental impairment that substantially limits one or more major life activities; a record of such an impairment; or being regarded as having such an impairment, as

defined by the Americans with Disabilities Act, as amended, and applicable law.

Student: An individual enrolled at or seeking to participate as a student in a University academic program or activity.

III. POLICY SECTION

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

CAA seeks to resolve student accommodation concerns promptly and, when appropriate, informally. A student is not required to resolve a concern informally before filing a grievance under this procedure.

The University prohibits retaliation against any individual for requesting an accommodation, filing a grievance, participating in a grievance process, or otherwise exercising rights protected by applicable disability law.

IV. PROCEDURES

A. Informal Resolution

A student with a concern regarding an accommodation may, but is not required to, attempt to resolve the matter informally with the faculty or staff member involved or with assistance from CAA.

A student may contact CAA at any time for assistance in resolving an accommodation-related concern. Participation in informal resolution is voluntary and does not prevent a student from filing a grievance under this procedure.

B. Filing a grievance

A student may initiate a formal grievance by submitting the University's designated Student Disability Accommodation Grievance Form. The grievance should include, to the extent reasonably available:

1. the student's name and contact information;
2. a description of the accommodation-related concern;
3. the date and circumstances giving rise to the grievance;
4. the individual, department, course, program, or activity involved;
5. relevant supporting information; and

6. the resolution requested, if known.

CAA may take appropriate steps to address an urgent accommodation or access concern before completion of the formal grievance process when circumstances warrant.

A student who requires assistance or an alternative method for submitting a grievance because of a disability may request assistance from CAA.

C. Reviewer

The Director of the Center for Accommodation and Access, or designee, will ordinarily review grievances filed under this procedure.

If the Director participated materially in the decision or conduct being challenged, is named in the grievance, or otherwise has a conflict of interest, the grievance will be reviewed by a University official designated by the General Counsel.

The individual reviewing the grievance is referred to in this procedure as the "Reviewer."

D. Filing Deadline

A grievance should ordinarily be submitted within **30 calendar days** after the student becomes aware of the action, decision, or circumstances giving rise to the grievance. The Reviewer may extend or waive this timeframe for good cause.

E. Review

The Reviewer will acknowledge receipt of the grievance within five (5) University business days, when practicable.

The Reviewer will conduct an appropriate and impartial review of the grievance. The review may include:

- requesting a response from the individual or office involved;
- interviewing the student and other relevant individuals;
- reviewing accommodation records, communications, course information, policies, or other relevant documents; and
- consulting individuals with relevant expertise.

The Reviewer may request additional information from the student or other individuals as reasonably necessary.

The University will endeavor to issue a written determination within twenty (20) University business days after receipt of the grievance. If additional time is necessary, the student will be notified of the delay and, when practicable, the anticipated timeframe for completion.

F. Written Determination

The Reviewer will provide the student with a written determination that generally identifies:

- the issue reviewed;
- the relevant findings;
- the determination; and
- any action to be taken, when appropriate.

The amount of information provided regarding other individuals or confidential University matters may be limited by applicable law and University policy.

V. APPEAL

A student who is dissatisfied with the determination may submit a written appeal within fifteen (15) calendar days of receiving the determination.

The appeal should identify the determination being challenged and explain the basis for requesting further review.

The appeal will be reviewed by a University official who was not materially involved in the initial determination. The appeal reviewer may affirm, modify, or reverse the determination or return the matter for additional review.

The University will endeavor to issue a written appeal decision within twenty (20) University business days. The appeal decision constitutes the University's final decision under this procedure.

VI. RETALIATION

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

VII. CONFIDENTIALITY AND RECORDS

Information obtained through this grievance process will be maintained and shared in accordance with applicable law and University policy. Information will be shared only as reasonably necessary to review and address the grievance or as otherwise permitted or required by law.

Records will be maintained in accordance with applicable University and University System of Georgia records-retention requirements.

VIII. RELATIONSHIP TO OTHER UNIVERSITY PROCEDURES

This procedure is limited to grievances concerning student disability accommodations administered by the Center for Accommodation and Access.

Allegations of broader disability discrimination or denial of access to University programs, services, activities, facilities, or communications may be addressed under the University's ADA Title II Grievance Procedure.

Employment-related accommodation matters, including matters involving students acting in their capacity as University employees, are administered by Human Resources under the University's Americans with Disabilities Act (ADA) Reasonable Accommodation Policy and associated procedures.

The University may coordinate or consolidate review when a matter reasonably implicates more than one University policy or procedure.

IX. EXTERNAL RIGHTS

Use of this 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.

X. ALTERNATIVE FORMATS

This procedure is available in alternative formats upon request.