

Grievance Procedure—Accessibility Services

It is the policy of Reading Area Community College (RACC) not to discriminate on the basis of disability. RACC has an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance.

The **Director of Accessibility Services** (AS) has been designated to coordinate the efforts of RACC to comply with Section 504.

Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for RACC to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure:

- A complaint should be in writing, containing the name, address, and phone number of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The **Director of Accessibility Services** (or designee) shall investigate the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Director of AS will maintain the files and records relating to such grievances.
- The Director of AS will issue a written decision on the grievance in a timely manner, no later than **60 calendar days** after its filing.
- The person filing the grievance may appeal the decision of the Director of AS by writing to the **Dean of Student Affairs** within **15 calendar days** of receiving the Director of Accessibility Service's decision. The Dean of Student Affairs (or designee) shall issue a written decision in response to the appeal in a timely manner, no later than **15 calendar days** after its filing.
- The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U.S. Department of Education's Office for Civil Rights.

RACC will make appropriate arrangements to ensure that persons with disabilities are provided reasonable accommodations, if needed, to participate in this grievance process. Examples of such arrangements may include, but are not limited to, providing interpreters for the deaf or assuring a barrier-free location for meetings. The Director of Accessibility Services will be responsible for such arrangements.