

DISABLED STUDENTS PROGRAMS AND SERVICES DISPUTE RESOLUTION AND GRIEVANCE PROCEDURES

City College of San Francisco has procedures for dispute resolution and for filing a written grievance when students do not agree with the academic accommodations that are offered by Disabled Student Programs and Services (DSPS) or when an instructor refuses to allow the academic accommodations offered by DSPS.

Every effort will be made to expedite the process during the dispute resolution and written grievance procedures.

The grievant may withdraw the grievance at any time. However, the same grievance may not then be filed again by the same grievant. In the case of a dispute on this point, the Vice Chancellor for Student Development or designee will determine if the grievance is the same grievance or a new grievance.

The Vice Chancellor or designee is available for consultation with a student regarding the dispute resolution or written grievance procedures. The Vice Chancellor can be reached by calling (415) 452-5100.

1. Dispute Resolution Procedure

The dispute resolution procedure is designed for a student who does not agree with the academic accommodations offered by DSPS or when an instructor refuses to allow the accommodations offered by DSPS.

1a. DSPS is responsible for determining the reasonable academic accommodations for a student with verified disabilities under applicable law. DSPS will make an effort to consult with instructors or department chairs when such accommodations may impact the instructor or other students in the class.

1b. A student who disagrees with the academic accommodations offered by

DSPS, or has difficulty getting the academic accommodations from a faculty member, should discuss his/her concern with the DSPS Counselor offering the academic accommodation.

1c. If the student concern continues to be unresolved, the student should discuss his/her concern with the DSPS Chair as soon as possible after attempting to resolve the dispute with the DSPS Counselor and/or faculty member. The DSPS Department Chair will issue a written response to the student within seven instructional days. The DSPS Department Chair's office is located at 50 Phelan Avenue, Rosenberg Library Room 323. The DSPS Chair can be called at (415) 452-5481 / TDD (415) 452-5451.

2. Written Grievance Procedure

2a. If the Dispute Resolution Procedure is unsuccessful, a student may file a written grievance. A student must submit in writing the formal grievance form to the Vice Chancellor of Student Development or designee within ten instructional days of the response by the DSPS Department Chair. The written grievance form can be obtained from the Vice Chancellor and is available on-line or in the DSPS offices.

2b. The Vice Chancellor or designee will be responsible for notifying the student of his/her rights, responsibilities, and procedures. The Vice Chancellor or designee may consider providing the student a temporary academic accommodation.

2c. The Vice Chancellor or designee will review the written grievance and may confer with the DSPS Counselor, the DSPS Department Chair, other affected deans, chairs and instructors, and student as necessary, before making a determination. The Vice Chancellor will make every effort to resolve the grievance in accordance with applicable laws.

2d. The Vice Chancellor and DSPS Chair shall review the issues presented and shall render a written decision within ten instructional days and will be sent by certified mail.