



Grievance Process for Students with Disabilities

If a student believes that they have been discriminated against in connection with any University program or activity because of a disability, they have the right to seek a review of such concerns. New Mexico Tech (NMT) is committed to ensuring a qualified student with a disability shall be denied the benefits of, excluded from participation in, or otherwise subjected to discrimination under any NMT program or activity. In response to a request made by a qualified student with a properly documented disability, NMT will arrange for the provision of reasonable accommodations determined by the Office Student Access Services (SAS) to be necessary to afford the student access to NMT programs.

Grievances Covered

This policy and Student Grievance Procedures are applicable to grievances arising from disagreements or misunderstandings regarding requested accommodations. It does not cover complaints alleging that NMT has violated applicable disability anti-discrimination law. Complaints of that nature should be filed directly with NMT's Affirmative Action and Compliance/ EEOC Director, who serves as NMT's ADA Compliance Officer. Also, this procedure is not intended for the resolution of disputes arising from requests for modifications or waivers of academic requirements or standards. Any student who seeks a review of the denial of such a request will contact SAS if an accommodation is not being implemented. A grievance that is primarily academic in nature, shall be referred to the chair/head of the relevant academic department. NMT will handle the student's complaint in accordance with NMT's academic grievance procedures and in compliance with applicable law. Nothing in this policy shall be deemed to require NMT to fundamentally alter its programs by modifying or waiving academic requirements that are deemed essential to a course of study, or materially altering applicable codes of conduct or academic integrity.

Confidentiality

The student's confidentiality shall be maintained to the extent allowable by the law.

Grievance Procedures for Students with Disabilities in the Office of Student Access Services (SAS)

Informal Complaints

SAS understands that there are times when there may be disagreement on a decision regarding accommodations, or problems that may arise during the process of receiving accommodations that have been already determined. Before initiating a formal complaint process under these procedures, the student shall begin the complaint or grievance process with SAS. If a student wishes to challenge a SAS decision of accommodations, or has a complaint about accommodations they are receiving, they should notify the Director of SAS as soon as the concern is noted. It is the sole responsibility of the student to make their concerns known to SAS as soon as possible as accommodations are not retroactive. The Director will evaluate the situation and attempt an informal resolution within ten (10) business days.

If the student has a concern regarding the application of accommodations in the classroom, the student will notify SAS. SAS will discuss options with the student and may, at that time, facilitate a meeting with the academic faculty and/or other appropriate administrators over a period not to exceed ten (10) business days. If the complaint is not resolved to the student's satisfaction in a timely manner, the student may initiate a formal grievance process as described below.

Formal Complaints

A student must first put forth an earnest effort to have resolved their concern in the informal process prior to commencing the formal process. To begin the formal complaint process, a written complaint for review must be submitted to the Director Affirmative Action and Compliance/EEOC, who serves as NMT's ADA Compliance Officer, no later than fourteen (14) days following the conclusion of the informal process, and shall include the following information:

1. A full description of the problem and any relevant facts;
2. A summary of the steps the student has already taken in attempt to resolve the problem, including the names of persons involved;
3. A statement of the requested resolution and the student's rationale for the requested accommodations;
4. Any supporting documentation; and
5. The name, contact information and signature of the person initiating the complaint.

The ADA Compliance Officer will promptly investigate the grievance. They will review or consult with the student and any other individual believed to have relevant information, including faculty, staff and students. The ADA Compliance Officer will conclude their investigation within fourteen (14) business days of initiating the investigation and provide to the student and relevant department or other individuals a written summary of the investigation. The written findings will include findings of fact and a proposed solution, if any. The ADA Compliance Officer will take whatever action(s) believed to be warranted based on their findings, which may include corrective steps and measures to provide reasonable accommodations or a determination that the

student is not entitled to the accommodations requested. The decision of the ADA Compliance Officer will be final and any actions taken in response will complete the grievance process.

It is important to note that at any time during the process, a student may choose to contact the Office of Civil Rights (OCR) on the following websites: www.ed.gov/ocr/docs/howto.html or www.ed.gov/ocr.

Or, a student may contact:

Regional Manager, Southwest Region (Arkansas, Louisiana, New Mexico, Oklahoma, Texas)

Office for Civil Rights

U.S. Department of Health and Human Services

1301 Young Street, Suite 1169

Dallas, TX 75202

Customer Response Center: (800) 368-1019

Fax: (202) 619-3818

TDD: (800) 537-7697

Email: ocrmail@hhs.gov