

Disability Support Services Grievance Policy and Procedure

Policy

Dalton State College desires to provide appropriate and effective Disability Support Services (DSS) that meet the needs of students and that comply with all federal, state, local, University System of Georgia, and Dalton State College mandates and guidelines.

It is recommended that students who have a concern regarding their accommodations review the DSS Handbook and determine whether all steps required to receive accommodations have been followed. The Coordinator of Disability Support Services will be happy to assist with this process.

On behalf of students, the Office of Disability Support Services strives to:

Inform students of the availability of and the eligibility process for receiving DSS at Dalton State;
Educate students regarding their role in *implementing* reasonable accommodations with instructors;
Recommend steps for effective utilization of accommodations;
Introduce students to all support services available to *all* Dalton State students;
Teach students self-advocacy skills; and
Encourage students to remain in contact with the Office of Disability Support Services during each term and to ask for help with *any* aspect of DSS at *any time*.

On behalf of faculty, the Office of Disability Support Services strives to:

Inform faculty of the availability of DSS and the resources that are available;
Identify faculty, student, and Office of Disability Support Services roles in the provision of accommodations;
Educate faculty regarding their role and the appropriate and effective use of accommodations; and
Encourage faculty to obtain assistance with any aspect of DSS at any time.

On behalf of students, faculty, and staff, the Office of Disability Support Services strives to:

Promote open communication with all individuals involved in the process of providing accommodations, intentionally soliciting feedback regarding all aspects of the provision of DSS on an ongoing basis.
Encourage students to give written and verbal feedback regarding satisfaction with services at any time during each term or academic year in which services are received;
Conduct annual DSS student and faculty surveys; and
Incorporate feedback from students and faculty into reviews of DSS practices, procedures, and policies and shares such feedback with other offices on campus, when applicable.

Grievance Procedure

If the previously listed opportunities for addressing concerns regarding Dalton State DSS services do not result in the desired response, the College's DSS Grievance Procedure is provided as a next step. Any student who is of the opinion that the College's efforts to provide Disability Support Services are non-compliant or discriminatory may file a Grievance to seek resolution of the concern. To file a Grievance, a student must:

1. Complete a DSS Grievance Form, following the steps at the top of the form.
2. Submit the DSS Grievance Form, within 30 days of the last attempt at resolution, *in person, by appointment*, to the Dalton State DSS Coordinator. Prepare to discuss your concern and any additional information that is requested and to accept a follow-up appointment within 10 College business days.
3. Fully participate in the Grievance process by attending scheduled meetings and participate in the implementation of resolutions as indicated. Failure to participate may result in resolutions not being implemented in a timely manner.

If the DSS Coordinator is not able to resolve the Grievance adequately, the process will continue, with the Grievance moving, in order, to the next individual listed below.

Contact Information: Andrea Roberson, **Disability Support Services Coordinator**
Academic Resources, Pope Student Center, Lower Level
706.272.2524

Linda Wheeler, **Director, Academic Resources**
Pope Student Center, Lower Level, Room 11
706.272.4547

Dr. Sandra Stone, **ADA Coordinator**
Vice President for Academic Affairs
Westcott Building, Room 166, 706.272.4421

Dr. Jodi Johnson,
Vice President for Enrollment and Student Services
Westcott Building, Office of Enrollment Services
706.272.4475

The mailing address for each of the above-listed individuals is:
Dalton State College, 650 College Drive, Dalton, GA 30720

Dalton State College Disability Support Services Grievance Form

- To file a grievance:**
1. Read the Grievance Policy and Procedure provided above.
 2. Print a copy of this form and complete it. Please print your responses clearly.
 3. Make an appointment with the Dalton State Disability Services Coordinator to submit this form, review the Grievance, and provide any additional clarifying information that may be needed.

Print name _____ Dalton State ID# _____

Daytime phone _____ Alternate phone _____

Address _____

Please describe the concern _____

Response desired _____

I have already discussed my concern with

<input type="checkbox"/> Faculty _____	<input type="checkbox"/> Andrea Roberson, DSS Coordinator
<input type="checkbox"/> Division Chair _____	<input type="checkbox"/> Linda Wheeler, Director, Academic Resources
<input type="checkbox"/> Staff _____	<input type="checkbox"/> Dr. Sandra Stone, ADA Coordinator, VPAA
<input type="checkbox"/> Other _____	<input type="checkbox"/> Dr. Jodi Johnson, VP for Enrollment/Student Services

Responses received _____

My signature indicates that I have read, or have had read to me, understand, and agree to abide by the Dalton State DSS Grievance Procedure.

Signature _____ Date _____

Disability Support Services Grievance Resolution Form

Student name _____ Phone _____

Student ID # _____ Date _____

Please provide information not provided on the initial Grievance Form _____

Was a resolution reached?

If so, please indicate below and complete the "Final Resolution Agreement Letter."

If not, please indicate by writing "NO" in the area below.

Please state the plan and any actions taken to reach a resolution _____

Follow-up meeting date _____ Location _____

Staff member _____ Date _____

Student _____ Date _____

- Copy of original Grievance Form given to student**
- Copy of this form given to student**
- Original Grievance Form attached**