Disability Services - Grievance Procedures

A. Texas A&M University-Corpus Christi (TAMU-CC) and the Disability Services (DS) office support students in their right to file a grievance when they believe equal access has been denied in regard to appropriate accommodations, modifications, auxiliary aids, or effective communication or when they believe they have been discriminated against as described in Section 504 of the Rehabilitation Act of 1973 or the Americans with Disabilities Act of 1990 (ADA).

B. TAMU-CC has general grievance procedures that apply to all students, which of course include students with disabilities. These procedures can be found in the Student Handbook.

C. There are also two additional grievance procedures established specifically for students with disabilities who feel their rights have been violated under the Rehabilitation Act of 1973 or Americans with Disabilities Act of 1990 (ADA).

1. The first procedure is recommended for resolving disability-related conflicts with faculty, staff, campus organizations and/or other students.

   (a) A student is encouraged to discuss his/her concerns with the DS Director who will contact the parties involved, as appropriate, to determine resolution. For example the DS Director may attempt to resolve the situation by assisting the student in discussing issues with a faculty member, by facilitating a meeting of the parties involved, or by calling the faculty member and/or head of the department in an effort to clarify and resolve issues. In some instances, other DS staff may be consulted. The student, and other involved parties, will be notified by the DS office of the resolution of the situation within 10 business days. Due to the urgency of many issues, it is likely that many problems will be resolved much sooner.

   (b) A student may take further action if he/she does not believe a satisfactory resolution was reached after intervention by the DS Director. Students should notify the Dean of the appropriate College with disability-related academic concerns; the Office of Student Affairs for disability-related non-academic concerns; and appeal to the Provost for concerns regarding accommodations.

2. The second procedure is recommended for resolving conflicts with the DS office and/or a particular DS staff person.

   (a) When a student has a complaint against DS office and/or one of its staff members, the student should first discuss the complaint with the DS Director. Resolution of the issue may be reached at this level.

   (b) If the complaint is not satisfactorily resolved or for a specific reason cannot be discussed with the DS Director, the student should contact the Dean of Students or Vice President of Student Affairs to discuss the issue further and explore resolution. After investigating the situation, the Dean of Students/Vice-President of Student Affairs will inform the student and the involved parties of progress, findings or resolution within 10 business days. A student has the right to bypass DS office and go directly to the Dean of Students/Vice-President of Student Affairs.

3. If after utilizing these procedures a satisfactory resolution is still not obtained, the student may choose to file a complaint with the Federal Office of Civil Rights. The Office of Civil Rights will take complaints and will investigate when appropriate.