



AccessAbility Services Housing Accommodation Grievance Guideline and Procedure

General Guideline:

The Housing Accommodation Grievance Guideline and Procedure is used to address disagreements or denials related to housing accommodations, services, or modifications requested by students.

This procedure may be used in situations such as:

- Disagreements about whether a student has a qualifying disability
- Questions about required documentation
- Disputes regarding the approval or denial of reasonable housing accommodation(s)

This process is intended to provide a fair and equitable way for students to resolve concerns about housing accommodation decisions. It is available to students who are registered with AccessAbility Services (AAS), as well as students who requested registration but were denied housing accommodation(s).

This grievance procedure does not replace or override other university processes, such as those related to student conduct, grade appeals, or public safety. Students with disabilities are expected to follow all university policies and procedures, just like any other student at Western Connecticut State University.

Documentation submitted to AccessAbility Services to verify a disability is considered part of a student's academic record. As such, it is protected under the Family Educational Rights and Privacy Act (FERPA). This means that these records must be kept confidential and may only be shared with university officials who have a legitimate educational need to know.

Should any student require accommodation(s) to participate in this process, they should discuss that need directly with the AccessAbility Services (AAS) Director.

Informal Housing Accommodation Grievance Procedure:

- If a student is denied housing accommodation, AccessAbility Services (AAS) will explain the decision and outline steps the student may take to request reconsideration. If the student disagrees with the decision made by the Disability Housing Accommodation Review Committee, they may first discuss the decision with the Director of AAS, either in person or in writing.
- If the student is not satisfied after speaking with the Director of AAS, they may choose to move forward with the formal complaint process.

Formal Housing Accommodation Grievance Procedure:

A formal grievance must be submitted as soon as possible, and no later than fifteen calendar days after the informal grievance process has ended.

When calculating deadlines in this procedure, official university holidays, academic breaks, and any days the university is closed (such as for inclement weather) are not counted. If a deadline falls on a holiday, weekend, or any day the university is closed, the deadline will move to the next business day.

- If a student is not satisfied after completing the informal process, they may submit a written grievance to the ADA Coordinator (or designee) for review.
- The grievance must be submitted within fifteen days of the conclusion of the informal process and must include:
 - A completed Accommodation Grievance Form
 - A description of the concern and any relevant documents or evidence
 - Any additional supporting documentation or information
- Grievances should be submitted by email to Jennifer Labate at labatej@wcsu.edu or delivered in person to Office of Diversity, Equity, & Inclusion, Old Main, Suite 302.
- After receiving the grievance, the ADA Coordinator (or designee) may take steps to review the concern, which may include speaking with relevant individuals (such as staff or members of the Housing Accommodation Review Committee), requesting additional documentation, and gathering other information as needed.
- A written decision will be provided within 30 university business days of receiving the grievance, or within 90 university business days if a more extensive investigation is required. The response will include findings and, if applicable, a proposed resolution.
- The decision of the ADA Coordinator is final and concludes the grievance process.
- At any point, or after this process is complete, a student who believes they have experienced discrimination based on disability may file a complaint with the [Office of Diversity, Equity & Inclusion](#). This process is separate and is not used to appeal or change accommodation decisions, but to address concerns related to discrimination or harassment.

University guidelines, policies, rules, and regulations may be updated at any time without prior notice. This is not intended, and should not be construed, to give rise to contractual rights and obligations.

While students are encouraged to use WCSU's internal process to resolve disability-related concerns, they also have the right to file a complaint directly with the U.S. Department of Education, or Office for Civil Rights (OCR).