SERVICES FOR STUDENTS WITH DISABILITIES
GRIEVANCE AND COMPLAINT PROCEDURES FOR STUDENTS

The mission of Services for Students with Disabilities (SSD) is to ensure that all students with disabilities have equal access to curricular and co-curricular activities at Virginia Tech. It is the SSD office's intent to serve all students equitably, with respect, and in a timely manner. These Grievance and Complaint Procedures exist to provide fair and equitable means for students and staff to resolve disagreements about the provision of accommodations and services.

I. DISAGREEMENTS REGARDING DISABILITY DETERMINATION, DOCUMENTATION STANDARDS, AND/OR ACCOMMODATIONS:

This procedure addresses situations when a student does not agree with SSD's determination of a student's status as a person with a disability, or with SSD's decision about appropriate and reasonable accommodations and/or services for students. (For other types of complaints, see part II and III).

A. In order to be considered a student with a disability and request accommodations, the student must first self-identify to the SSD office and submit appropriate documentation. Procedures and documentation requirements for doing so can be found at www.ssd.vt.edu/prospectivestudents.htm The SSD staff reviews the documentation and determines appropriate accommodations and services. The SSD office will notify the student of the decision, in writing, within 10 business days. If a student is denied disability status or accommodations, the SSD office will include in the notification information on what steps the student may need to take to be reconsidered and/or reasons why a request was denied.

B. Procedures after a disability status determination is made:
   1. The student *is* identified as a person with a disability, with current complete documentation, and otherwise eligible for accommodations and services. In this case, the SSD staff will work with the student to identify and provide appropriate accommodations and services. The procedures for using accommodations and accessing services can be found at www.ssd.vt.edu/students.htm

   2. In the event that the student is *NOT* identified as a person with a disability, does not possess complete and current documentation, or is not otherwise eligible for accommodations and services, the student has three options:

- Option 1: the student can follow through with SSD recommendations and guidelines and resubmit a request for accommodations and services. There is no time limit on this action; however, accommodations cannot be applied retroactively;
- Option 2: The student can choose to take no further action;
- Option 3: The student can submit a formal written request for reconsideration. The student must state specific reasons why he or she disagrees with SSD's decisions and state the reasons for reconsideration. The student must submit the request within 10 business days from the time the SSD informs the student of the initial decision. The letter must be written by the student and can be e-mailed, faxed, mailed, or delivered personally to:

> Services for Students with Disabilities (MC0185)
> Lavery Hall, Suite 310, Virginia Tech
> Blacksburg, VA 24061
> ATTN: Dr. Susan Angle
> RE: Request for Determination Review
> Email spangle@vt.edu 540-231-3788 (phone); 540-231-3232 (fax);

C. Procedures for SSD Advisory and Review Committee reconsideration:

When the SSD office receives the written request for reconsideration (Option 3 above), it will be sent to the SSD Advisory and Review (A&R) Committee. The A&R Committee will meet within 10 business days of receiving the request. The SSD Advisory and Review Committee consists of SSD faculty and may consult with specialists (such as psychologists or physicians). The A&R Committee will notify the student of its decision in writing within 5 business days. The A&R Committee's decision is final and cannot be appealed through the SSD office.

II. DISCRIMINATION AND/OR DIFFICULTY WITH ACCOMMODATIONS:

This procedure addresses situations when a student experiences real or perceived discrimination on the basis of a disability from a Virginia Tech faculty or staff person. The student may also be involved in a situation where a faculty or staff person is unwilling or unable to provide a necessary and reasonable accommodation.

The student can choose many courses of action depending on the circumstances. SSD staff recommend that the student use self-advocacy methods first (if appropriate) to resolve the issue and then contact the SSD office to discuss the situation and collaborate on further actions. The student can always consult with SSD staff about the use of

accommodations and services and interactions with faculty and staff. The student should keep any written documentation (such as emails), and make notes about the events in question.   The SSD office will work with students, faculty, departments, or any other relevant party (including the Virginia Tech Office for Equity and Inclusion) to resolve the issue.

III. STUDENT COMPLAINT REGARDING SSD OFFICE (OTHER THAN IN PART I):

This procedure addresses situations when a student has a complaint about the actions, inactions, statements, or treatment by an SSD staff member.

The SSD staff encourage students to be self-advocates and address differences directly with the staff member, in person or in writing, as appropriate to the circumstances.   If the situation is not resolved, the student or another staff person can address the situation with the SSD Director, Dr. Susan Angle at:

> E-mail: spangle@vt.edu 540-231-3788(phone) 540-231-3232 (fax)
> Services for Students with Disabilities (MC0185)
> Lavery Hall, Suite 310, Virginia Tech
> Blacksburg, VA 24061

IV. COMPLAINTS OF HARASSMENT OR DISCRIMINATION ON THE BASIS OF DISABILITY:

Any student who believes that he or she has been harassed or discriminated against on the basis of disability may contact the Virginia Tech Office for Equity and Access (OEA) at 540-231-9331 to discuss what options may be available, including filing a formal complaint. More information can be found on the OEA website at www.hr.vt.edu/oea.