



**Student Life – Disability Resource & Support Center**  
Grievance Procedure

The Disability Resource and Support Center (DRSC) at Colorado State University-Pueblo has the responsibility of determining a student's need for classroom-based accommodations for those enrolled in coursework. The determination is made based upon the following guidelines: Submission of disability related documentation per University Guidelines; Review of documentation; Intake Interview; and the student's request for accommodation(s). If the DRSC determines a student is eligible for accommodations, the DRSC Director works with the student on an individual basis to ensure reasonable accommodations are implemented.

If the student believes the accommodation(s) provided are not reasonable, the below listed procedure has been developed to assist the student in the grievance process. The goal is to resolve concerns quickly and at the lowest level. Students may engage in this grievance process without fear of retaliation. *Note: All timelines may be waived or adjusted if agreed to by both parties if it will serve to resolve the dispute.*

- Step 1      The student meets with the DRSC Director to informally resolve the student's concern.
- Step 2      If the student's concern is not resolved at Step 1, the student needs to complete a DRSC Grievance Form and make an appointment with the Dean of Students within 5 working days of the Step 1 final outcome. After the meeting, notice of the Dean's decision will be made in writing within ten (10) working days.
- Step 3      If the student's concern is not resolved at Step 2, the student needs to make an appointment within 5 working days of the written decision to meet with the University's ADA Coordinator. The ADA Coordinator will review the DRSC Grievance Form, outcomes of previous meetings, and documentation. Following the meeting, the ADA Coordinator's decision will be made in writing within ten (10) working days.

I have read and understand these policies and have discussed any questions/concerns regarding the DRSC Grievance Procedures with the DRSC Director.

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Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
DRSC Staff

Revised: 11/30/15