

DAS Grievance Procedure for Disability Access Services

Overview:

The Disability Access Services (DAS) office at Frederick Community College determines reasonable student accommodations. Reasonable accommodation should be provided in a timely manner based on individualized needs. The following procedure outlines the steps for requesting to appeal disability accommodation decisions.

The Disability Access Services (DAS) office at Frederick Community College is committed to ensuring that all students with disabilities have equal access to fully engage in all FCC programs, courses, activities, and services. The DAS office determines reasonable accommodations for students on a case-by-case basis to foster an inclusive and supportive learning environment. While every effort is made to provide accommodations in a timely manner, we recognize that there may be instances where a student wishes to appeal a disability accommodation decision.

Initial Accommodation Request Process:

1. Submission of Request for Services:
 - a. Students are required to submit an online Request for Services along with supporting documentation that adheres to DAS Documentation Guidelines.
 - b. An intake meeting with DAS must be scheduled. During the meeting, an interactive discussion will be conducted about how the student's disability impacts their access to FCC's programs, courses, services, and activities.
2. Review and Determination:
 - a. After all information is considered, the DAS Assistant Director will review the accommodation request and provide a written decision regarding approved accommodations within five business days
3. Disagreement with approved determination:
 - a. Students dissatisfied with the decision have ten (10) business days to contact the Director by responding to the decision email.
 - b. In their response, students may provide reasons for disagreement, submit new documentation, or share self-reported information not previously provided.
4. Discussion and Clarification:
 - a. Based on the appeal, the DAS Director may request a meeting with the student to discuss additional questions or concerns or redirect the student to meet with the Assistant Director if new documentation supporting the student's
 - b. request is submitted.

5. Decision:
 - a. Considering any new information presented during the process, the DAS Director will issue a final written decision within ten (10) business days regarding the approved or denied accommodation requirement.

Appealing a Final Decision:

If a student disagrees with the DAS Director's final written decision, they may request the decision be reviewed by an Appeal Committee.

1. Formation of Appeal Review Committee:
 - a. If a student remains dissatisfied with the final decision made by the DAS Director, they may request a secondary review by the Appeal Review Committee within ten (10) business days of receiving the final decision. Students will need to email DisabilityServices@frederick.edu and request an Appeal Committee review.
 - b. The Committee will comprise individuals knowledgeable about disability accommodation but not directly involved in the initial decision.
2. Submission of Additional Information:
 - a. Students may submit additional information or documentation to the Appeal Review Committee to support their case.
3. Committee Meeting:
 - a. The Committee will convene to review the appeal, consider submitted materials, and may request a meeting with the student for further clarification.
4. Appeal Decision:
 - a. The Appeal Review Committee will provide a final written decision within fifteen (15) business days of receiving the appeal request, communicating the outcome to the student's college email address.

Right to File Complaint

1. If students believe they have been denied reasonable accommodations or discriminated against based on disability, they can file a complaint through the FCC's Non-discrimination policy or through External Government Agencies that Address Discrimination Complaints.

External Government Agencies That Address Discrimination Complaints:

Maryland Commission on Civil Rights

6 Saint Paul Street, Suite 900

Baltimore, MD 21202-1631

Office for Civil Rights, Philadelphia Office

United States Department of Education

Wanamaker Building

100 Penn Square East, Suite 515

Philadelphia, PA 19107-3323

US Department of Justice

950 Pennsylvania Avenue

NW Civil Rights Division Disability Rights Section – 1425 NYAV

Washington, D.C. 20530

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Confidentiality:

All information related to the appeal process, including the appeal submission and supporting documentation, will be treated confidentially. This information will be limited to individuals directly involved in the appeal process, maintaining the student's privacy and complying with relevant laws and regulations.

Non-Retaliation:

Frederick Community College is committed to non-retaliation against students who exercise their right to appeal disability accommodation decisions. Students can confidently engage in the appeal process without fear of negative consequences to their academic standing or personal well-being.