



Office of Student Accessibility Services
accessibilityservices@heidelberg.edu
(419) 448-2484

Appeals Policy

Purpose:

This process applies to any student who wishes to appeal a decision made by the Office of Student Accessibility Services (SAS) regarding accommodations for disabilities. This process establishes a fair and universal procedure for hearing and resolving appeals.

Process for Appeals:

Once a decision has been made by the Office of Student Accessibility Services, a student may request an appeal by written or verbal notification to the Coordinator of Student Accessibility Services. Appeals should be requested within 30 days of the original decision.

1. Once a student has requested an appeal for a decision made by the Office of SAS, the Coordinator will select no less than 2 other members of the Appeals Review Committee (formally known as the Disability Identification Team) to review the request.
2. The student will provide a written statement and a signed release of information to the appeal committee that includes:
 - a. Their disclosed disability
 - b. The requested accommodation.
 - c. The decision from The Office of SAS
 - d. Their reasoning for appealing the decision made by the Office of SAS
3. The Coordinator will provide all materials regarding the decision to the appeal committee including all documentation provided by the student and notes taken by the coordinator during the interactive process.
4. The committee will review all materials and return a decision to the Office of SAS and the student within 21 days.
5. Decisions made by the appeal committee are final. If the student feels as though the appeal process did not fairly and appropriately consider their concerns, they may choose to file a formal grievance pursuant to the grievance process.

Students who believe their rights have been violated in regard to their disability may pursue further legal remedies outside of Heidelberg University. Students may consult their own attorneys. Additional information is available from the United States Department of Education Office of Civil Rights; ocr@ed.gov; 1-800-421-3481; or 1-877-521-2172



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Grievances Policy

Purpose:

This policy applies to grievances by persons alleging discrimination carried out by Heidelberg University faculty, staff, employees, students, and third parties contracted on behalf of the university. The purpose of this document is to establish a fair and universal process for hearing and resolving grievances for disability-related issues at Heidelberg University.

Process for Grievances:

The Office of Student Accessibility Services encourages all parties, when appropriate, to resolve grievances informally through direct contact between the affected individuals and the Office of SAS. It is understood that for some instances, informal efforts may not be appropriate. Complainants are not required to engage in an informal resolution process and persons who are engaged in informal resolutions may, at any time elect to engage the formal grievance process set forth below.

1. A written grievance must be filed with the Office of Student Accessibility Services. This can be delivered in person to the office (Beeghly Library 103) or via email at accessibilityservices@heidelberg.edu. In the event that the grievance is against the Coordinator of SAS, the complaint should be filed with the Executive Director of the Owen Center for Teaching and Learning.
 - a. The grievance shall (a) clearly state the facts and events related to the grievance; (b) identify all relevant persons and their roles in the dispute; (c) explain any and all efforts to resolve the issue prior to filing the grievance; and (d) identify any specific relief sought. Witness statements may also be submitted in writing. All evidence shall be submitted within 30 days following the submission of the written statement.
2. The Coordinator of SAS and the 504 Coordinator will work together to investigate and determine an appropriate resolution.
3. Students do not have to go through the formal appeal or grievances process. At any time, students have the right to bring their grievances to the Office of Civil Rights.

Students who believe their rights have been violated in regard to their disability may pursue further legal remedies outside of Heidelberg University. Students may consult their own attorneys. Additional information is available from the United States Department of Education Office of Civil Rights; ocr@ed.gov; 1-800-421-3481; or 1-877-521-2172