

# Disability Grievance Procedure

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Worcester Polytechnic Institute (WPI) is dedicated to making its programs, services, and activities accessible and equitable for students with disabilities. WPI has adopted an internal grievance procedure for prompt and equitable resolution should a student believe they have experienced discrimination on the basis of a disability. This process is inclusive of students contesting accommodation determinations through the Office of Accessibility Services, as well as students who feel they have been subject to disability discrimination elsewhere at the University.

## Resolution Process

Students should schedule a meeting with the Director of Accessibility Services as soon as possible. While there is no time bar to claims of discrimination, and each case will be assessed individually, it is suggested that this meeting should be scheduled no later than 30 days after the alleged discrimination occurred or was learned about. The meeting will provide the student an opportunity to discuss the decision they would like reconsidered or the incident of alleged discrimination. Following this meeting, the Director will respond in the following ways, dependent on the facts and circumstances:

1. In cases involving disputes over accommodation determinations, the Director will review the information provided to either change/uphold the accommodation determination.
2. In cases involving allegations of disability discrimination, the Director will work with the relevant parties to mediate the incident, if appropriate. In certain cases, mediation may prove to be inappropriate. In those circumstances, the Director, or his/her designee, may also conduct investigative fact-finding to determine the details about the incident in question.
3. In either case, the Director, or his/her designee, may need to share a student's personal information in order to fully understand and investigate the incident. In those circumstances, the Director, or his/her designee, may require or ask for the student's consent to speak with others about the allegations. Please understand that it may prove impossible to investigate certain matters without the student's consent.

## Appeal Process

Students may appeal the process set forth above. Student appeals in this process should be made in writing to the Dean of Students no later than one week (seven days) after being notified of the final decision. The appeal should include the reason for appeal and all relevant evidence. The appeal should be no more than 10-typed pages, not including attachments. Any request to exceed this limitation should be directed to the Dean of Students' Office with an accompanying reason why the exception is required.

Appeals will be reviewed by an ad hoc committee comprised of university designees appointed by the Dean of Students Office. All formal complaints will be reviewed by the committee within 30 days. The student will be notified in writing of the committee's decision, which is final and cannot be appealed further.