

Purpose and Scope:

Worcester Polytechnic Institute (WPI) is committed to providing an accessible, inclusive, and equitable environment for students with disabilities. In support of this commitment, WPI has adopted an internal grievance procedure to ensure the prompt and fair resolution of disability-related concerns.

This process is available to:

- Students who wish to dispute accommodation determinations made by the Office of Accessibility Services (OAS)
- Students who believe they have experienced discrimination based on disability elsewhere within the university community.

Resolution Process:

Students are encouraged to schedule a meeting with the **Director of the Office of Accessibility Services** as soon as possible to initiate the resolution process. While there is no strict time limit for bringing forward a concern, students are advised to do so within **30 days** of the alleged discrimination or when they became aware of the issue, whenever possible.

During this meeting, the student will have the opportunity to present the accommodation decision or discriminatory incident they would like reviewed. Based on the circumstances, the Director will take one or more of the following actions:

1. **Accommodation Determination Disputes**

The Director will review all relevant documentation and may uphold, modify, or reverse the original accommodation decision.

2. **Allegations of Disability Discrimination**

The Director will attempt to mediate the matter with the relevant parties if appropriate. If mediation is not suitable, the Director or their designee may initiate a fact-finding investigation to better understand the situation.

3. **Confidentiality and Consent**

To fully investigate or resolve a concern, the Director or their designee may need to discuss the matter with others on campus. In these cases, student consent may be requested. If consent is not provided, it may not be possible to proceed with certain aspects of the investigation or resolution.

Appeal Process:

Students who are dissatisfied with the outcome of the resolution process may submit a written appeal to the **Dean of Students** within **seven (7) calendar days** of receiving the final decision. The appeal must include:

- A clear statement of the reason for appeal (new information, procedural concern)
- Any relevant supporting documentation.

Appeals should not exceed **5 typed pages**, excluding attachments.

Review Process:

Appeals will be reviewed by an **ad hoc committee** appointed by the Dean of Students. The committee will complete its review within **30 days** of receipt, and the student will be notified in writing of the final decision. This decision is final and not subject to further appeal within the university.

Need Help or Have Questions:

Students with questions about this grievance process or who require assistance may contact the **Office of Accessibility Services** by email: accessibilityservices@wpi.edu or by telephone: (508) 831 – 4908.