

## **Student Accessibility Services Grievance Procedure**

**DIVISION:** ENROLLMENT MANAGEMENT & STUDENT AFFAIRS

**DEPARTMENT:** STUDENT SUPPORT SERVICES

**SUPERVISING STAFF MEMBER:** COUNSELOR OF ACCESSIBILITY SERVICES/  
DIRECTOR OF COUNSELING AND STUDENT SUPPORT SERVICES

**FINAL APPROVAL:** VICE PRESIDENT OF ENROLLMENT MANAGEMENT AND  
STUDENT AFFAIRS

**APPROVAL DATE:** MAY 20, 2024

This grievance process shall apply to situations where a student has followed the established procedures to request accommodations based on a disability, and has concerns about the process, accommodation assignment, or implementation. For academic-related grievances, students shall follow the College's Academic Grievance Procedure. For discrimination-related issues, students shall follow the College's Anti-Discrimination and Anti-Harassment Policy and Anti-Discrimination and Anti-Harassment Complaint Procedure. Policies and Procedures can be found on LCCC's website under the "Current Students" tab.

### **I. Informal Complaint Procedure**

Students and staff should make every attempt to resolve issues through an informal grievance procedure before filing an official complaint. The student shall initiate contact via the informal procedure as soon as possible after the student has encountered an issue of concern related to his/her accessibility services.

The informal complaint procedure is as follows:

1. The student shall inform the Counselor of Accessibility Services of his/her accommodation issue in person or in writing. The Counselor of Accessibility Services may require additional information from the student to clarify the situation.
  - a. If the student has a concern regarding the action taken by the Counselor of Accessibility Services, the student should immediately move to Step 4 of this procedure.
2. The Counselor of Accessibility Services will have a discussion with the appropriate party(ies) to attempt to resolve the issue. If the issue is resolved, the Counselor of Accessibility Services will inform the student of the outcome of the meeting.
3. If the Counselor of Accessibility Services is not able to resolve the issue with the appropriate party(ies), then the student, Counselor of Accessibility Services and the appropriate party(ies), for example, the instructor or the instructor and his/her department chair, will meet and discuss the situation to ensure reasonable accommodations. The Counselor of Accessibility Services will provide the student with the outcome of that meeting in writing within five (5) working days (Monday through Friday excluding holidays).

## II. Formal Complaint Procedure

1. If, after Step 3 above has been completed, the student still believes their accommodation issues have not been resolved properly, they shall inform the Section 504 Coordinator in writing of the concerns. The student must take this action within ten (10) working days of receipt of the written documentation of the outcome of Step 3. The Section 504 Coordinator is Dr. Graceann L. Platukus, Vice President of Enrollment Management and Student Affairs, LCCC, Admission and Enrollment Center (Building 5), 521 Trailblazer Drive, Nanticoke, PA, 18634, 800-377-5222 extension 7243 ([gplatukus@luzerne.edu](mailto:gplatukus@luzerne.edu)).
2. The Section 504 Coordinator will contact the student to attempt to resolve the complaint. The Section 504 Coordinator will take any appropriate follow-up action to resolve the grievance and will inform the student in writing of the outcome or her decision on the matter as soon as possible, but no later than thirty (30) working days (Monday through Friday excluding holidays) after receiving written communication from the student.
3. If the problem has not been resolved to the satisfaction of the student, the student may pursue further action as outlined in the Anti-Discrimination and Anti-Harassment Complaint Procedure. To initiate an action, contact Kim Hogan, Dean of Human Resources, LCCC, 521 Trailblazer Drive, Nanticoke, PA, 18634, 800-377-5222 extension 7363 ([khogan@luzerne.edu](mailto:khogan@luzerne.edu)).