

MONROE COUNTY COMMUNITY COLLEGE

PROCEDURE FOR A STUDENT TO FILE AN ADA COMPLAINT

ADA COMPLAINT

The following procedure provides for a prompt and equitable resolution of a complaint by a student alleging a violation of the Americans with Disabilities Act (ADA).

1. Any person participating in a Monroe County Community College sponsored program, service, or activity, who believes his or her rights have been violated under the ADA or Section 504 and wishes to file a complaint, should begin the process within ten (10) business days by making an appointment with the Coordinator of the Learning Assistance Laboratory (phone 734 384-4167) to discuss the situation.
2. If the issue cannot be resolved, the student will be directed to make an appointment with the Director of Learning Resources (phone 734 384-4244) to further discuss the issue. This appointment must be made within ten (10) business days from the meeting with the Coordinator of the Learning Assistance Laboratory. After meeting, if the student wishes to take the matter forward, the Director will give the student a complaint form (Procedure 1.65[e]) to complete and return (within ten (10) business days of the meeting) to the ADA Compliance Officer, the Director of Human Resources, located in the Student Services/Administration Building, Room A-138. The complaint must be in writing and include the complainant's name and address. It must also describe the alleged discriminatory action in sufficient detail regarding the nature and date of the complaint and any corrective actions requested. The complaint shall be signed by the person filing the complaint.
3. INVESTIGATION AND RESOLUTION:
Upon receipt of the complaint, the ADA Compliance Officer will conduct an investigation. All parties related to the complaint will be afforded the opportunity to submit evidence (including statements from witnesses) relevant to the complaint. The investigation will be completed within ten (10) business days and a resolution will be issued by the ADA Compliance Officer. A copy of the resolution will be forwarded to the complainant.
4. APPEAL:
The complainant may request a reconsideration of the case (an appeal) in instances where he or she is dissatisfied with the resolution. The written request for consideration should be filed in the President's Office within five (5) business days of receipt of the resolution. The President will review the request and issue a final resolution within 10 business days.