



Grievance Procedure

This document outlines the procedure a student should follow if you believe you were denied your rights to an accessible and equitable education through denial of approved accommodations. The full text is available in the “Grievance Procedure” section of the Student Handbook.

To file a complaint or grievance related to denied access to approved accommodations, you must first have established yourself as a student registered with Disability & Testing Services (DTS), with documentation supporting your qualified disability/condition(s).

For grievances that are related to discrimination of any type – including disability discrimination – please engage with the Diversity, Inclusion, and Cultural Engagement (DICE) Office. Visit the [DICE webpage](#) for more information on their process and contact details. They perform investigations into discrimination claims for the university. If you need guidance on what constitutes discriminatory harassment and the potential consequences of engaging in such behavior, please refer to “Student Conduct Code” as set forth in the current edition of the Oregon Tech Student Handbook.

While individuals with grievances may, by law, file their complaints at any time with external enforcement agencies, Oregon Tech and the DTS office encourages individuals to utilize the following internal procedure before filing a complaint with another agency.

Internal Complaint Procedure

We encourage our students to:

- Attempt an informal resolution by bringing it to the attention of the person who has allegedly denied an approved accommodation, as

well as informing your Disability & Testing Services (DTS) Advisor of this situation as soon as possible.

- Often, denial of an approved accommodation is an honest mistake (ex. Faculty changed the Canvas exam details and forgot to reapply the Extra Time accommodation) and can be resolved between the student and instructor.
- Should the situation fail to reach a resolution, the next step would be to address the concern with the individual's supervisor, which in the case of faculty, would be the department chair. Your DTS Advisor is available to participate in this process at the student's request.

If you have any questions on the informal resolution process, contact your DTS advisor (their contact information can be found in your AIM Dashboard) and/or the ADA Compliance Officer (access@oit.edu).

The ADA Compliance Officer serves as a resource for potential student grievances, providing resolution, mediation, and investigation functions for claims where accommodation was not provided.

Formal Grievance Procedure

If the above informal procedure was not used or was not successful in resolving the grievance, a formal complaint must be filed with the ADA Compliance Officer (access@oit.edu).

A formal complaint must:

- Be emailed from the student's Oregon Tech email address (not a personal email address; ex. Gmail) or hand signed
- The letter should include:
 - Student's name and Oregon Tech ID#
 - Student's Oregon Tech email address and additional preferred contact information
 - Description of the alleged denial of approved accommodation and any actions (or attempted actions) to resolve that have been attempted (ex. From the informal process).

Students are also able to submit their grievance as an audio/video recording, if the recording:

- Is in an acceptable format (MP4, AVI, WMV, MP3)
- Is sent from the student's Oregon Tech email account
- Includes the above information related to the grievance

If you need assistance in documenting your complaint, contact the ADA Compliance Officer (access@oit.edu).

Formal Complaint Filing and Resolution

Complaints alleging denial of approved accommodation are to be filed within fourteen (14) calendar days following the alleged denial of approved accommodation or the date on which the complainant knew or reasonably should have known of said denial. This deadline may be extended with the approval of the ADA Compliance Officer.

Following the submission of a complaint, the ADA Compliance Officer shall conduct an appropriate investigation. This grievance procedure is intended to ensure a timely and thorough review, providing all involved parties the opportunity to present relevant evidence. If a potential or actual conflict of interest exists, the ADA Compliance Officer shall remove themselves from the investigation, and a third party shall be designated by the Dean of Students or Vice President of Student Affairs to conduct the investigation.

Investigation Timeline

In most cases, this process can be done quickly (within a few business days), though the timeline is affected by the response time from the parties involved. Due to the length of academic terms, DTS is committed to expediting the process as quickly as possible. Prompt responses and actions are greatly appreciated.

Once a grievance has been received by the ADA Compliance Officer, they will reach out to the student to clarify any questions about the grievance and offer support. Once information has been received and clarified (if necessary), the ADA Compliance Officer will contact the other parties (ex. Instructor) to inform them of the submitted grievance and request any

information that they can provide. The information can be gathered through submitted email chains, interactive interview (ex. Phone, video-call, in-person), and will be collected by the ADA Compliance Officer.

Decision and Findings

Once all pertinent and applicable information regarding the claim has been collected, the ADA Compliance Officer will convene a meeting with other neutral third parties (ex. Dean of Students, representative from DICE) to review and determine if the claim is founded. Through this panel, guidance on resolution will be determined and shared with all involved parties.

Appealing the Decision

If either party wishes to appeal the decision, they are encouraged to contact and meet with the Vice President of Student Affairs.

Members of the Public

Members of the public who believe they have been subjected to illegal discrimination based on disability are urged to contact the ADA Compliance Officer (access@oit.edu). Applicants for admission or employment at Oregon Tech, and those attending or wishing to attend events on Oregon Tech property, may be considered members of the public. Complaints alleging other illegal but non-disability related discrimination are referred to appropriate state and federal agencies, primarily the Oregon Bureau of Labor and Industries (BOLI), the U.S. Department of Education, and the U.S. Equal Employment Opportunity Commission.