

ADA Complaint/Grievance Procedure

Lock Haven University has adopted the following complaint procedure providing for the prompt and equitable resolution of complaints alleging any action prohibited by the Americans with Disabilities Act of 1990, the ADA of 2008, and Section 504 of the Rehabilitation Act of 1973. These civil rights acts state in part, that “no otherwise qualified individual with a disability shall, solely by reason of such disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination” in any program or activity sponsored by a public institution.

Level One (Informal)

All requests for disability-related accommodations or services should first be brought to the Director of the Office of Disability Services for Students (ODSS). Problems with approved accommodations or services should be reported to the Director of ODSS. In order to initiate a Level One grievance, the student should complete a Level One Grievance Form (posted on the ODSS website or obtained from ODSS), or a written complaint containing the information requested in the Level One Form, and submit it to the Director of ODSS at:

ODSS Main Office
114 Ulmer Hall
Lock Haven University
Disability_services@lockhaven.edu
570-484-2665

The Director of ODSS shall investigate the matter and issue a written decision within ten (10) business days after receiving the complaint. The Director and the student may mutually agree on an exact extension of time if additional information gathering is necessary. If the student is unable to resolve the matter with the Director of ODSS in this informal stage, the student may then follow the formal grievance process (Level Two).

Level Two (Formal)

If a student is unable to resolve the matter with the Director of ODSS, the student should forward a formal complaint to:

Office of the Provost and Executive Vice President
314 Ulmer Hall
Lock Haven University
provost@lockhaven.edu
(570) 484-2121

1. A formal complaint should be filed in writing and include specific information. Please include: names of all individuals involved, any witnesses, dates, the name and address of the person filing the complaint, and a brief description of each alleged violation.

2. A formal complaint must be filed within fifteen (15) working days (excluding weekends/holidays) after receiving an unacceptable response to a request for information and/or assistance, or within twenty-five (25) working days after the complainant becomes aware of the alleged violation.
3. An investigation, as may be appropriate, shall follow a filing or formal complaint, completed by personnel designated by the Office of the Provost and Executive Vice President. This procedure requires a thorough investigation, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint. If a complaint is against a faculty member, the provisions of Article 43 of the Collective Bargaining Agreement must be followed.
4. The Office of the Provost and Executive Vice President will be informed of the results of the investigation.
5. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Office of the Provost and Executive Vice President, or a designee, and a copy forwarded to the complainant within thirty (30) working days of the conclusion of the investigation.
6. The complainant can request a reconsideration of the case in instances where he/she is dissatisfied with the resolution issued by the Provost and Executive Vice President. The request for reconsideration must be made in writing to the President of the University within fifteen (15) working days of receipt of the response from the Office of the Provost and Executive Vice President. The President will respond in writing within (30) calendar days after receipt of the request for reconsideration. The decision of the President will be final.
7. The right of a person to a prompt and equitable resolution of a complaint filed using this procedure shall not be impaired by the person's pursuit of other remedies such as filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights or interested individuals to meet appropriate due process standards and to assure that Lock Haven University complies with ADA and its implementing regulations.
9. The Associate Director of Human Resources shall maintain the files and records related to the complaints filed.

**Lock Haven University Office of Disability Services for Students
Level One ADA Grievance Form**

Date:

Name:

Student I.D#:

Email address:

Phone number:

I believe I have been subjected to discrimination on the basis of my disability, in violation of Lock Haven University's policies, by (name of staff/faculty person and department or office):

I requested the following accommodation:

What I received was (please describe):

Signature:

Date:

Please make a copy of this form for yourself before you submit the original to the Director of ODSS.