

Office of Disability Resources

Appeal and Grievance Procedures

The Office of Disability Resources has adopted the following appeal and grievance procedures for prompt and equitable resolution of disputes relating to disability accommodations or the accessibility of academic programs. Individuals who file an appeal or grievance under these procedures are protected from retaliation as set forth in the University's [Policy Against Retaliation](#).

Student Appeals of Accommodation Decisions

If a student disagrees with the decision of the Office of Disability Resources regarding a request for an accommodation, the student may submit a request for reconsideration within thirty (30) days of the decision. A request for reconsideration must be directed in writing to the Director of the Office of Disability Resources. Requests for reconsideration should identify the specific accommodations requested and denied, a statement regarding why the accommodation is reasonable and necessary, and any relevant supporting documentation from a licensed medical or mental health professional. The Office of Disability Resources' documentation guidelines are located at <https://www.cmu.edu/disability-resources/policies-guidelines/index.html>.

Upon receipt of the request for reconsideration, the Director of the Office of Disability Resources will undertake a thorough review of the student's documentation and request for accommodations and may schedule a follow-up meeting with the student to discuss the request in more detail. The Director of the Office of Disability Resources may consult with other university officials as a part of the decision-making process and may share information about the student's disability with these officials or committees only on a limited, need-to-know basis. The Director of the Office of Disability Resources will notify the student of the decision within fifteen days of receipt of the request for reconsideration, or within seven days of the follow-up meeting with the student if one is held.

If a student is dissatisfied with the outcome of the request for reconsideration, the student may submit a formal appeal to the Executive Director of the Student Academic Success Center. Appeals must be submitted within seven (7) calendar days of the reconsideration decision by the Director of the Office of Disability Resources. The Executive Director of the Student Academic Success Center may request a follow-up meeting with the student as a part of the decision-making process. The Executive Director of the Student Academic Success Center may consult with other university officials or committees as a part of the decision-making process and may share information about the student's disability with these officials or committees only on a limited, need-to-know basis. The Executive Director of the Student Academic Success Center will issue a written decision on the appeal within thirty (30) days or as soon thereafter as practical.

If a student is dissatisfied with the outcome of the appeal to the Executive Director of the Student Academic Success Center, the student may submit a formal second-level appeal to the Provost. Appeals to the Provost must be submitted by email to provost@andrew.cmu.edu within seven (7) calendar days of receiving the decision from the Executive Director of the Student Academic Success Center. The Provost or the Provost's designee may request a follow-up meeting with the student as a part of the

decision-making process. The Provost or the Provost's designee may consult with other university officials or committees as a part of the decision-making process and may share information about the student's disability with these officials or committees only on a limited, need-to-know basis. The Provost or the Provost's designee will issue a written decision on the appeal within thirty (30) days or as soon thereafter as practical.

These appeal procedures do not prohibit students from requesting new or modified accommodations based on a change in circumstances, such as new courses or activities, new medical conditions or disabilities, or changes to existing medical conditions or disabilities. Requests for new or modified accommodations should be submitted to the Office of Disability Resources. See <https://www.cmu.edu/disability-resources/students/obtaining-accommodations.html>

Grievances Relating to the Implementation of Accommodations or the Accessibility of Academic Programs

Students with questions, concerns, or grievances relating to the implementation of an accommodation or the accessibility of academic programs should contact the Office of Disability Resources by email to access@andrew.cmu.edu. A staff member in the Office of Disability Resources will promptly contact the student to discuss the concern. The Office of Disability Resources will work collaboratively with the student and the academic program to informally resolve the concern.

If a student is still dissatisfied with the outcome of the informal resolution, the student may submit a formal grievance to the Executive Director of the Student Academic Success Center. The Executive Director of the Student Academic Success Center will also coordinate with the appropriate Department Head and/or Dean's Office to review the grievance. The Executive Director of the Student Academic Success Center will issue a written decision on the grievance within thirty (30) days or as soon thereafter as practical.

If a student is dissatisfied with the outcome of the grievance resolution by the Executive Director of the Student Academic Success Center, the student may submit a formal second-level grievance to the Provost. Grievances to the Provost must be submitted by email to provost@andrew.cmu.edu. The Provost or the Provost's designee may request a follow-up meeting with the student as a part of the decision-making process. The Provost or the Provost's designee may consult with other university officials or committees as a part of the decision-making process and may share information about the student's disability with these officials or committees only on a limited, need-to-know basis. The Provost or the Provost's designee will issue a written decision on the grievance within thirty (30) days or as soon thereafter as practical.

Contact Information:

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