

Disability Services Grievance Procedure

Coastal Bend College prohibits discrimination on the basis of disability by public entities and protect qualified individuals with disability from discrimination of services, program, or activities by providing equal educational access. To further that commitment, the college has developed procedures for students to pursue grievances within the college district. Each student has the responsibility to be fully acquainted with and to comply with CBC's complaint policies and procedures as per the Student Handbook.

Student-Instructor Grievance

If the student and instructor come to a disagreement regarding their approved accommodations, he or she are encouraged to discuss their concerns with the Disability Services Coordinator. The Disability Services Coordinator will attempt to resolve the matter by addressing the faculty member, involved parties, and/or appropriate Dean of the Division. The student and other involved parties, will be notified by the Office of Disability Services with a resolution within ten (10) business days. See ([FLD LOCAL](#))

A student may take further action if he or she does not believe that the matter has been resolved by notifying the appropriate Dean of the Division with disability-related academic concerns, the Executive Dean of Student Services for disability-related non-academic concerns, and the ADA/ Section 504 Coordinator for matters regarding discrimination based on disability at (361) 354-2712.

Grievance against the Office of Disability Services

The student is encouraged to resolve his/ her complaint informally with the Disability Services Coordinator before filing a formal grievance.

If a resolution cannot be reached, the student should contact the Executive Dean of Student Services to further discuss and seek a resolution. After conducting an investigation, the Executive Dean of Student Services will inform the student and involved parties of the progress and findings within ten (10) business days. A student has the right to bypass the Office of Disability Services and go directly to the Executive Dean of Students Services for resolution.

Office of Civil Rights- Department of Education

As per the U.S. Department of Education, "prior to filing a complaint with OCR against an institution, a potential complainant may want to find out about the institution's grievance process and use that process to have the complaint resolved. However, a complainant is not required by law to use the institutional grievance process before filing a complaint with OCR. If a complainant uses an institutional grievance process and also chooses to file the complaint with OCR, the complaint must be filed with OCR within 60 days after completion of the institutional grievance process." Additional information can be found at: <http://www2.ed.gov/about/offices/list/ocr/docs/howto.html>

