

OZARKS TECHNICAL COMMUNITY COLLEGE

Disability Support Services Registration, Intake and Accommodation Process



If you have a complaint, grievance or concern about the services and/or accommodations you received through Disability Support Services, please follow the grievance procedure outlined below.

5.17 – Grievance Procedures for Students

A. Purpose

To describe the process for handling student concerns or grievances when there is no other college policy or procedure that governs the situation.

B. Policy

The college will provide procedures to resolve student concerns and grievances that do not clearly fall under any other published college policy or procedure.

C. Procedures

1. Students having complaints, grievances or other concerns for which they are unsure of the applicable process or reporting mechanism may file such complaint, grievance, or concern with the dean of students.

- If it is determined that another college procedure governs the situation (e.g., grade appeal, sexual misconduct, etc.), the dean of students will act as a facilitator to ensure the information is directed to the appropriate college official.
- If it is determined that no other college procedure governs, the dean of students will work with the student, and others as necessary, to reach a resolution of the situation.

2. If the student and dean of students are unable to resolve the situation, the student may file a formal written grievance with the vice chancellor for student affairs.

- The vice chancellor for student affairs will conduct an investigation into the matter, taking all steps deemed necessary based on the circumstances, and will issue a written decision to the student.
- The vice chancellor for student affairs' decision is final and not subject to further appeal.

3. If a complaint is not resolved at the college level, students may choose to file a complaint through one of these external agencies:

- Missouri Department of Higher Education
<http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>
- The Higher Learning Commission (www.hlcommission.org), a regional accreditation agency recognized by the U.S. Department of Education
<https://www.hlcommission.org/Student-Resources/complaints.html>

D. Definitions

N/A

E. Authority

This policy and these procedures are maintained under the authority of the vice chancellor for student affairs.

F. Related Policies

[3.39 – Anti-Harassment, Anti-Discrimination Grievance Procedures](#)

[4.06 – Sexual Misconduct](#)

5.16 – Student Discipline and Appeals Process

G. Implementation

Purpose, procedures, responsibilities and definitions approved and adopted by the Cabinet on 2/6/18.

Policy approved and adopted by the Board of Trustees on 3/12/2018. Procedural revisions approved by Cabinet 02/12/2020.