

## Grievance Policy

The following grievance procedures provide a channel for resolution of the grievances of students with disabilities who feel they have been discriminated against in any of the policies, procedures, programs, or activities of the University. These procedures are intended to encourage resolution of the student's grievance informally and at the earliest possible stage, to resolve the matter in a prompt and equitable manner. Where such resolution is not possible, these procedures provide for a more formal review of the situation.

Any student who believes that they have been discriminated against on the basis of disability or who believes that there has been a violation of applicable laws may initiate these procedures. In the case of a grievance, the student will take the steps outlined below:

1. The student should discuss the matter with the Director of Student Accessibility Services or designee who shall attempt to resolve the matter in a prompt and equitable manner, and may include informal discussions with the parties involved and any other persons identified by the Director.
2. If the grievance is not satisfactorily resolved, the student may request further review of the grievance, which may include a formal hearing. In this case, the student should submit a written request for a review of the objection. The request should be filed with the Director of Diversity, Inclusion, Affirmative Action & Equal Opportunity, Maria Gariepy (mgariepy1@worchester.edu) who shall first seek to mediate the grievance and thereby effect an informal resolution of the matter within five (5) class days of a written request. If an informal resolution is not obtained, a formal grievance process will be held. The student will meet in person with Maria Gariepy who will collect all information. Within ten (10) class days of the conclusion of the grievance process and/or hearing, a summary of the proceedings, findings, and recommendations will be made in writing and provided to all appropriate parties.

**Questions regarding these policies should be raised with SAS staff members.**

**Revised 1/13/21**