



Cloud County Community College

Accessibility Services

Accommodation Due Process

In order to provide the highest level of service to students, CCCC adopts the following procedure for students who wish to appeal an accommodation or file a complaint arising under Section 504 of the Rehabilitation Act of 1973 and/or the Americans with Disabilities Act.

Step 1: Students who believe the instructor is not implementing their accommodation(s) appropriately, shall personally meet with the instructor to discuss resolution of the matter. This should occur with seven working days after the student becomes aware of the problem. The student must provide reasonable notice to the instructor of any objection or complaint. Both student and instructor shall make a good faith effort in settling any dispute at this level.

Only after providing the instructor with reasonable notice and opportunity for resolution of the complaint may the student move to the next step. Step 1 is considered completed only when the student has exhausted all remedies with the instructor.

Step 2: Three types of student complaints will be dealt with at Stage 2. (1) Students who believe the instructor is not implementing their accommodation(s) appropriately and who have satisfied the requirement of Step 1; (2) Students who wish to appeal an accommodation because they believe the accommodation is inadequate or inappropriate or who believe a policy or procedure of the community college discriminates against students with disabilities; and (3) Students who have other complaints concerning the buildings and facilities covered by Section 504 of the Rehabilitation Act of 1973 and/or the Americans with Disabilities Act.

For all three types of complaints students must present a written summary of their objections or complaints to the Director of Student Accessibility Services. Students must file their summaries within seven working days after completion of Step 1 if they believe their accommodation is being inappropriately administered. Students who believe the accommodation(s) they received from the Director of Student Accessibility Services is inappropriate or inadequate, have seven days to appeal after receiving their Letter of Accommodation. For other complaints, students must submit a written summary within seven days after the student becomes aware of the alleged violation of their rights under Section 504 and/or ADA. The written summary must contain, but is not limited to, the following:

- A. A written description of all factual allegations. This must include the date, time, locations and substance of any disputed actions.
- B. A written description of all efforts made by the student to resolve the matter.
- C. A written description of all relief sought by the student.
- D. A list of all witnesses, including the name, address, telephone number and description of any testimony or other evidence relevant to the witness.
- E. A list of all evidence of any nature the student relies upon and which the student believes is relevant to the issues.

Within seven working days after receipt of the written summary of the complaint, the Director of Student Accessibility Services or their designee, will schedule a meeting to try to resolve the dispute. No complaint or dispute may proceed to the next step unless such attempt at a resolution has been made. The appeal of an accommodation(s) that involves a waiver of an academic requirement must also be approved by a committee selected by the Vice President for Academic Affairs.

Step 3: If students do not feel they have resolved their issues after discussing them with the Director of Student Accessibility Services or their designate, please refer to the Academic Due Process (Institutional Policy D19).

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