



Section 504/ADA Grievance Procedure

Columbia College Hollywood has adopted this internal grievance procedure for the prompt and equitable resolution of complaints alleging violations of Section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990 (ADA). Section 504 states, in part, that "no otherwise qualified individual with a disability...shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." This procedure may be used for complaints of disability discrimination alleged to have occurred in any College program or activity.

In general, this grievance procedure is designed to address the following types of concerns:

1. Disagreements or denials regarding disability status, requested service, academic adjustments or auxiliary aids, or modification of a college/course practice or requirement;
2. Alleged inaccessibility of a College program or activity;
3. Alleged harassment or discrimination on the basis of a disability, including peer harassment;
4. Alleged retaliation; and
5. Any other alleged violations of the ADA and/or Section 504.

This procedure may be used for complaints of disability discrimination alleged to have occurred in any College program or activity but is not intended to and shall not supersede other College policies and procedures that may exist for addressing issues of concern unrelated to disability discrimination. For example, a grade appeal without a disability discrimination allegation should be filed under the Student Grievance Policy procedures. Grade appeals which involve allegations of discrimination or harassment based on disability should be filed under this procedure.

Section 504/ADA Coordinator

The Section 504/ADA Coordinator is responsible for receiving the complaints described above regarding accommodations, inaccessibility, discrimination and harassment and other alleged violations of Section 504 and/or the ADA. Individuals may also contact the Section 504/ADA Coordinator with questions regarding grievance procedures described below or for clarification regarding which grievance procedure may apply to their complaint. The Section 504/ADA Coordinator may be contacted at:

Trawana Logan
Student Services Coordinator
18618 Oxnard Street
Tarzana, CA 91356
tlogan@columbiacollege.edu
(818) 401-1292

Timeliness Requirement

Upon receiving any report of disability discrimination or harassment, regardless of the filing date, the College will take steps to prevent recurrence of discrimination and harassment and correct its discriminatory effects on the student, and on others, if appropriate.

Review of Accommodations Complaints

The Section 504/ADA Coordinator will review complaints involving disagreements or denials regarding disability status, requested service, academic adjustments or auxiliary aids, or modification of a college/course practice or requirement and may refer the student to Office of Academic Affairs where appropriate. A formal grievance may not be required if the matter can be promptly resolved. Additional information on how to request accommodations may be found here: <http://columbiacollege.edu/about/disability-compliance> or by contacting the College's Section 504/ADA Coordinator.

Grievance Procedure

Optional Informal Resolution

Students are encouraged to directly discuss the matter in person or in writing with the individual(s) most directly responsible. Informal resolution is optional and is the right of the complainant to request a formal resolution at anytime. The individual will attempt to resolve the student's informal complaint within 10 days. If no resolution results, or if the student feels that direct contact is inappropriate under the circumstances, the student should then discuss the problem with the Director of Student Services if the student wishes to participate in informal resolution. If the Director of Student Services is unable to assist in informally resolving the concern(s), the student will be referred to the formal complaint procedure. If the Director of Student Services is involved in the concern(s), the student should report to the Vice President of Academic Affairs and follow formal complaint procedures.

Formal Grievance Procedure

A grievance must be filed in writing with the Section 504 Coordinator and delivered in person, by mail or by email. The Section 504 Coordinator will provide reasonable accommodations to students who are unable to submit a written complaint due to disability. The complaint should include the following:

- a. The name, address and contact information of the person filing the complaint;
- b. A full description of the problem and any relevant facts;
- c. If applicable, a summary of the steps the individual has already taken in attempt to resolve the problem, including the names of persons involved;
- d. A statement of the requested resolution and the student's rationale for the requested resolution for each perceived violation; and
- e. Any supporting documentation.

All grievances will be reviewed to determine whether they are submitted within a timely manner and/or whether they contain information sufficient to allow the College to investigate the complaint. The College will immediately return grievances that are untimely and/or do not provide sufficient information to the complainant with a clear explanation of why an investigation could not be initiated and, if applicable, any additional information needed in order to accept the grievance.

A student may withdraw a formal grievance at any time by written notice to the Section 504/ADA Coordinator or the individual handling the grievance at that time.

Investigation

The College will initiate a prompt investigation following the filing of a grievance. The investigation will be conducted by the Section 504/ADA Coordinator or designee. The College will ensure that all individuals designated to conduct investigations have received appropriate training on the grievance procedure, the applicable legal standards, and appropriate remedial actions.

The investigation will be thorough and impartial and will include the following steps: interviewing the complainant and the accused individual(s); identifying and interviewing witnesses, if any, reminding all individuals interviewed of the College's no-retaliation policy; considering whether any interim measures should be taken pending completion of the investigation; reviewing the personnel/academic files of the involved parties and other relevant documentation; reaching a conclusion as to whether discrimination occurred; taking appropriate remedial actions; and taking steps to ensure there is no recurrence of discriminatory behavior in the future.

When appropriate based on the type of complaint, the investigation will also apply the following standards: 1) would the requested accommodation result in a fundamental alteration of the program or an essential academic requirement; 2) would the requested accommodation impose undue financial or administrative hardship on the institution.

Administrative Determination

A written determination shall be issued by the Section 504/ADA Coordinator or designee and a copy forwarded to the complainant within 30 business days after receipt of the grievance. In extraordinary circumstances, the Section 504/ADA Coordinator may extend this time for a reasonable period. All parties will be notified if such an extension is necessary. At a minimum, the written determination will include:

- a. A description of the allegations and a summary of the steps taken during the investigation;
- b. A finding based on the preponderance of the evidence as to whether discrimination did or did not occur regarding each allegation and the reasons for the determination;
- c. If discrimination is found, the remedial actions taken and the steps taken to stop the discrimination, prevent recurrence, and remedy discriminatory effects on the complainant and others, if appropriate; and
- d. An explanation of complainants and respondent's appeal rights and information regarding where to file an appeal.

Retaliation and Confidentiality

Retaliation against any complainant or individual who participates in an investigation under this grievance procedure is prohibited. The student's confidentiality shall be maintained by each person involved in the informal or formal investigation or resolution of a grievance under this procedure. Any disclosures regarding the student or the investigation shall be limited to the minimum necessary to accomplish the investigation or address the student's grievance.

These rules will be construed to protect the substantive rights of interested persons, meet appropriate due process standards, and assure that Columbia College Hollywood complies with the ADA, Section 504 and their implementing regulations.

Record Retention

Grievance records will be retained in the Section 504/ADA Coordinator's office and held for a period of three years after which the records will be destroyed.

Notice of Procedure

This procedure will be included in College publications, posted on the College's website and available in the office of the Section 504 Coordinator and the President.

Other Complaint Procedures

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies. Individuals may also file disability-based discrimination complaints with the U.S. Department of Education, Office for Civil Rights (OCR). OCR can be contacted at:

U.S. Department of Education
Office for Civil Rights
50 United Nations Plaza
Mail Box 1200, Room 1545
San Francisco, CA. 94102
Telephone: (415) 486-5555
FAX: (415) 486-5570
TDD: (877) 521-2172
Email: ocr.sanfrancisco@ed.gov
Website: www.ed.gov/ocr