



# Complaints Relating to Disability Accommodations

Mount Ida College is committed to ensuring that individuals with disabilities enjoy equal rights, privileges, advantages, or opportunities that are enjoyed by others without a disability. The procedures below explain how Mount Ida College addresses complaints relating to disability accommodations that have already been granted by either the Office of Accessibility Services (for students) or Human Resources (for employees). For concerns about discrimination based on disability, please see the Disability Discrimination Policy. The College's Section 504 coordinator ("504 Coordinator") referenced below is Sonia Jurado, available at 617-928-4024, [sjurado@mountida.edu](mailto:sjurado@mountida.edu), Shaw Hall 2nd Floor Room 4. The 504 coordinator is also available to address inquiries concerning the College's policies and compliance with applicable laws, statutes, and regulations. Inquiries about the laws and about compliance may also be directed to the Office for Civil Rights, US Department of Education, at 5 Post Office Square, 8th Floor, Boston, MA 02109, 617-289-0111.

Complaint procedures for disability accommodations decisions are listed below. Whenever possible, concerns should be addressed directly with the individual(s) involved, the Director of Accessibility Services (students), or the Director of Human Resources (employees). If a direct conversation does not resolve the situation or is not possible, students should contact the 504 coordinator.

## I. Complaints about disability accommodations decisions made by Director of Accessibility Services

- If a student has a complaint about a disability accommodation decision the student received from the Director of Accessibility Services, that student (the complainant) should first discuss any concerns with the Director of Accessibility Services directly if possible.
- If a conversation with the Director of Accessibility Services does not resolve the situation, the complainant should contact the 504 coordinator and inform the 504 coordinator of his/her concerns.
- The 504 coordinator will investigate, collecting relevant information, which may include information about the complainant's disability or alleged disability, any accommodation offered, a chronology of events, and any undue burden or hardship on the operations of the College's programs or activities ("undue burden on the College"). Information may be collected in various ways including via interview and review of relevant documents. Both the

complainant and the Director of Accessibility Services (respondent) may offer witnesses and evidence. The 504 coordinator will determine the scope of the investigation.

- The 504 coordinator will determine whether the Director of Accessibility Services materially deviated from his/her procedures and whether there is an undue burden on the College. A material deviation is one which improperly precludes the complainant from the enjoyment of any right, privilege, advantage, or opportunity enjoyed by others, on the basis of disability. The 504 coordinator will communicate this determination to the complainant and the Director of Accessibility Services in writing.
- In the event the 504 coordinator determines that the Director of Accessibility Services materially deviated from his/her procedures, the Director of Accessibility Services will revisit the complainant's request and determine an accommodation that is reasonable.
- The 504 coordinator will review the new accommodation for approval as one that ensures the complainant has an accommodation that is reasonable. The Director of Accessibility Services will communicate and implement this new accommodation determination in following with his/her procedures for providing accommodations.
- The 504 coordinator strives to complete this process within 15 business days absent extenuating circumstances.
- The complainant and the Director of Accessibility Services may contact the 504 coordinator during the process for a status update.

## II. Complaints about disability accommodations decisions made by Director of Human Resources

- If an employee has a complaint about an accommodations decision the employee received from the Director of Human Resources, that employee (the complainant) should first discuss any concerns with the Director of Human Resources directly if possible.
- If a conversation with the Director of Human Resources does not resolve the situation, the complainant should contact the 504 coordinator and inform the 504 coordinator of his/her concerns.
- The 504 coordinator will investigate, collecting relevant information, which may include information about the complainant's disability or alleged disability, a chronology of events, any accommodation offered, and any undue burden or hardship on the operations of the College's programs or activities ("undue burden on the College"). Information may be collected in various ways including via interview and review of relevant documents. Both the complainant and the Director of Human Resources (respondent) may offer witnesses and evidence. The 504 coordinator will determine the scope of the investigation.
- The 504 coordinator will determine whether the Director of Human Resources reasonably accommodated the complainant and whether there is an undue burden on the College. The 504 coordinator will communicate this determination to the complainant and the Director of Human Resources in writing.
- In the event the 504 coordinator determines that the complainant was not reasonably accommodated and that there exists a reasonable accommodation that does not impose an undue burden on the College, the Director of Human Resources will revisit the

complainant's request and determine a reasonable accommodation that does not impose an undue burden on the College.

- The 504 coordinator will review the new accommodation for approval as one that is reasonable and does not impose an undue burden on the College. The Director of Human Resources will communicate and implement this new accommodation determination in following with his/her procedures for providing accommodations.
- The 504 coordinator strives to complete this process within 15 days absent extenuating circumstances.
- The complainant and the Director of Human Resources may contact the 504 coordinator during the process for a status update.

### III. Other complaints about disability accommodations

Any other complaints relating to an accommodation should be directed to the 504 coordinator.