

EMORY Accessibility Services UNIVERSITY Office of Institutional Office of Institutional Equity and Compliance

Department of Accessibility Services (DAS) Grievance Procedure

The Department of Accessibility Services (DAS) is responsible for handling requests for reasonable accommodations. On occasion, a student may not agree with a decision to deny an accommodation by DAS. If a student has an accommodation request denied and wants to appeal that decision, this process outlines how those appeals will be handled.

Step 1 (Student Submits an Appeal Request):

Within ten (10) business days after receipt of a decision denying an accommodation request, the individual must submit a written appeal to the Director of the Department of Accessibility Services (rashad.armand.morgan@emory.edu).

Please provide the following three items when submitting your appeal:

- 1) A copy of your accommodation decision or notification of non-approval.
- 2) A written statement in support of your appeal, setting forth: what accommodation(s) you originally requested (you may attach your original request instead) and the grounds upon which you contend that the denial should be reconsidered. Those grounds should be limited to the following:
- (a) a procedural error occurred within the process that substantially affected the decision to deny the accommodation;
- (b) there is new information not known or provided to DAS at the time that would change the decision to deny the accommodation; and/or
- (c) the decision to deny the accommodation is inconsistent with the documentation to support the accommodation request.

You must indicate clearly which of these reasons is the basis for your appeal. If you do not identify one of these three bases, or your identified basis does not fit one of these three categories, your appeal will be denied.

3) All documentation supporting your appeal. Please attach copies of relevant documents; do not cut and paste documents into your email.

Step 2 (DAS Director or Designee Reviews Appeal Request):

Prior to deciding the appeal, the DAS Director, or designee, may request additional information from the individual submitting the appeal, DAS, or anyone else who may have information that would help the DAS Director, or designee, decide the appeal. The DAS Director, or designee, may also ask to speak with anyone who may have information needed to decide the appeal.

The DAS Director, or designee, will endeavor to provide the student with a written decision via Emory email within fifteen (15) business days of receiving all appeals information.

Process Note: When an appeal is being reviewed and the student shares new information or documentation that was not previously provided to DAS, the DAS Director, or designee, reserves the right to refer the student back to their initial DAS point of contact to work through the interactive process. Nothing in the policy shall prohibit a student who believes that they may have been subjected to disability discrimination to pursue a complaint with the Office for Civil Rights.