UNIVERSITY of HAWAI'I
LEEWARD
COMMUNITY COLLEGE

Disability Services
Grievance Procedure for Students

Introduction

Leeward Community College ("Leeward CC") is committed to making its educational and employment opportunities accessible to qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973 (504), Chapter 489 of the Hawai'i Revised Statutes, the University of Hawai'i system-wide policy "Equal Employment Opportunity/Affirmative Action" A9.900, and the University of Hawai'i system-wide policy "University Statement of Nondiscrimination and Affirmative Action" E1.202. This grievance procedure may be utilized by any student who believes they are not being provided with appropriate disability services by Leeward CC.

Step 1 - Informal Resolution with Disability Services Staff

Leeward CC students who believe they are not being provided with appropriate disability services are encouraged to speak with a Disability Services Specialist in our Disability Services office. This is the quickest method for resolving issues. Please contact:

Kris Hernandez
Coordinator/Disability Specialist
khernand@hawaii.edu
(808) 455-0421

Allan Nebrija
Disability Specialist
anebrija@hawaii.edu
(808) 455-0405

The Leeward CC Disability Service Specialist will make an inquiry into the student's concern and help to facilitate an informal resolution of the issue.

Step 2 - Informal Resolution with ADA/504 Coordinator for Students

If the student concern cannot be resolved at Step 1, the student may contact the ADA/504 Coordinator for Students for further assistance:

Leanne Riseley, Interim Dean of Academic Services

Leeward CC, LC 301B
808-455-0440
leedoas@hawaii.edu

The ADA/504 Coordinator for Students will meet with the student to discuss the concern, and consult with the Disability Services office regarding its efforts to resolve the issue. The ADA/504 Coordinator will conduct further inquiry into the matter as necessary and work to achieve a resolution that is satisfactory to the student.

Step 3 - Formal Grievance Process

If the student's concern cannot be resolved informally, the student may submit a formal grievance in writing to the Vice Chancellor for Academic Affairs (VCAA):

Keala Chock, Vice Chancellor for Academic Affairs/Chief Academic Officer
Leeward Community College, AD 109
808-455-0453
leevcaao@hawaii.edu

Formal grievances must be submitted within 6 months of the event that is the subject of the grievance. The VCAA may accept, in his or her own discretion, a grievance beyond the 6-month limit for good cause shown. If for any reason the student cannot submit the formal grievance in writing, the VCAA (or designee) will assist the student in submitting the formal grievance. The formal grievance must include, at a minimum, the following information:

- The student's name, address, e-mail address and phone number
- The names of individuals, departments and/or programs involved
- A detailed description of the student's concern regarding the provision of disability services, such as:
    - Disagreements regarding a requested service, accommodation, or modification of a Leeward CC practice or requirement
    - Inaccessibility of a program or activity due to disability
    - Harassment or discrimination on the basis of disability
    - Violation of privacy in the context of disability
- A statement of the student's preferred resolution

Upon receipt of the formal grievance, the VCAA (or designee) will begin a formal investigation into the facts and circumstances of the student's grievance. The VCAA (or designee) will interview the student, the ADA/504 Coordinator, Disability Services Specialists, and other relevant fact witnesses. The VCAA (or designee) will review all relevant documentation,

including any documentation submitted by the student. The VCAA (or designee) will seek to complete the formal investigation within 60 days of receipt.

Upon completion of the formal investigation, the VCAA (or designee) will render a final decision on behalf of Leeward CC regarding the merits of the student's formal grievance. If the student's grievance is determined to have merit, the VCAA shall implement corrective measures to resolve the grievance in a fair and equitable manner on behalf of the student, taking into consideration the student's preferred resolution. If the student's grievance is determined to lack merit, the student will be informed of the decision and the matter will be closed.

Filing a Complaint with the U.S. Department of Education, Office for Civil Rights

At any time, a student may file a complaint with the Department of Education, Office for Civil Rights.

More information about the Department of Education, Office for Civil Rights complaint process can be found at their website: http://www2.ed.gov/about/offices/list/ocr/complaintintro.html

Hawaii Civil Rights Commission

At any time, a student may file a complaint with the Hawaii Civil Rights Commission. For more information, please visit their website at: https://labor.hawaii.gov/hcrc/contact/