



## **PROCEDURES OF CONCORDIA UNIVERSITY TEXAS DISABILITY SUPPORT OFFICE**

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### **Grievance Procedures for Disability Complaints**

There are federal laws which protect Concordia University Texas students with disabilities from discrimination: the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 and the ADA Amendments Act of 2008. Concordia University is committed to providing reasonable accommodations to qualified individuals. The Director of the Student Success Center works with students and faculty to set up appropriate accommodations and to resolve any complaints about accommodations that may arise. The following grievance procedure is in place to assist any student with disabilities who believes that s/he is being denied a reasonable accommodation, discriminated against because of a disability or retaliated against due to an academic accommodation. The Provost/Executive Vice President at Concordia University Texas is designated as the Section 504/ADA Compliance Officer and will handle formal disability related complaints from students. Written complaints should contain the student's name and address and a description of the problem or concern. The complaint should be filed within thirty (30) days of the student becoming aware of the problem or concern, and submitted to:

*Kristi Kirk, Provost/Executive Vice President  
Concordia University Texas,  
11400 Concordia University Dr.  
Austin, Texas 78726.*

The Provost/Executive Vice President will meet with the student, other university officials or other interested parties to investigate the complaint. This investigation shall be informal, but thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. Within thirty (30) days a written determination of the validity of the complaint and a description of the resolution, if any, will be issued by the Provost/Executive Vice President and a copy forwarded to the student.

A complaint may also be filed with:

*Office of Civil Rights  
U.S. Department of Education  
400 Maryland Avenue, S.W.  
Washington, D.C. 20202-1100  
(800) 421-3481  
TTD: (877) 521-2172  
<http://www.ed.gov/ocr>*