

NORTHWEST FLORIDA STATE COLLEGE
APPENDIX K

ACCESSIBILITY GRIEVANCE PROCEDURE

Northwest Florida State College is dedicated to the concepts of equity and equal opportunity. It is the specific intention of the College to provide qualified individuals with disabilities reasonable accommodation to its services, programs, and activities.

Persons who feel that the College did not accommodate or respond to their particular disability requirements are encouraged to show the College the particulars of the complaint.

The following procedure is provided for use by disabled individuals who allege inaccessibility to the services, programs, and/or activities of the College. This procedure has been established to enable the College to provide prompt attention to and appropriate resolution of the complaint.

1. The complainant should discuss the problem with an appropriate College staff person, as follows:

Student Complaints: Counselor/Coordinator of Students with
Special Needs
Room C-119, Student Services Building (C-1)
Niceville Campus
Phone: (850) 729-5372

Employee Complaints: Director of Human Resources and Equity Coordinator
Room A-120, Administration Building (A)
Niceville Campus
Phone: (850) 729-5365

Other General Public Complaints:: Director of Human Resources and Equity
Coordinator
Room A-120, Administration Building (A)
Niceville Campus
Phone: (850) 729-5365

Off-Campus Centers Appropriate Center Administrator

2. (a) The College staff person receiving the complaint will work with the complainant and pertinent college personnel to arrive at an acceptable solution.

(b) If an acceptable solution cannot be reached and/or if the acceptable solution involves budgetary considerations, the complaint will be sent to the appropriate Vice President.

(c) The appropriate Vice President will try to develop an acceptable solution and/or will determine whether a recommended solution is budgetarily possible.

(d) If a recommended solution is determined to be budgetarily possible, implementation will be authorized; if an acceptable solution cannot be reached, if the proposed solution is not budgetarily possible, or if the proposed solution involves policy changes, the recommendation will be brought to the President for appropriate action.

(e) The decision of the President will be final.

3. Resolution of complaints will be handled as quickly as possible, with no one action requiring more than 90 days unless so justified by extenuating circumstances (purchase or installation of special equipment, for example).

Note: This Accessibility Grievance Procedure in no way obviates the right of the Complainant to file a grievance according to NWFSC's policies for handling student or employee grievances, ADA Guidelines or other Federal or State Acts about the disabled.

5/19/92, Updated 8/05; Updated 2/07