

## **Accessibility Resource Office Grievance Procedure**

Hocking College supports you in your right to file a grievance when you believe you have been denied equal access in the form of appropriate accommodations, modifications, auxiliary aids or effective communication or suffered discriminatory harassment as described in Section 504 of the Rehabilitation Act of 1973, The Americans with Disabilities Act (ADA) of 1990, or the Ohio Administrative Code 4112-5-09: Discrimination against persons with disabilities in institutions of higher education. The grievance procedures listed below are procedures that apply to students with disabilities who feel their rights have been violated under 504 and ADA.

1. First, a student who has suffered a harm described in this procedure should submit a complaint with the Accessibility Resource Office (“ARO”); and the ARO will conduct an investigation. Additionally, when relevant and possible, the ARO will attempt to resolve the complaint by assisting the student in discussing/mediating issues with the faculty member, department, student, or program. At the conclusion of the investigation and/or mediation, the ARO will issue a decision to the student.
2. Next, if the student feels that a satisfactory resolution is still not reached, the student should notify the Hocking College 504 Compliance Officer. The 504 Compliance Officer will evaluate the complaint, determine an appropriate resolution, and issue a decision to the student.
3. Finally, if the complaint is not resolved at the college level, the student may choose to file a complaint with the Federal Office for Civil Rights, The Ohio Civil Rights Commission, or Disability Rights Ohio (formerly the Ohio Legal Rights Service). These entities will take complaints and investigate when appropriate.

### **Contact Information**

#### **Accessibility Resource Office**

Erin Bowald  
Phone: 740-753-7103

#### **504 Compliance Officer**

Jacqueline C. Hagerott, Esq., LL.M., CCM  
Phone: 740-753-7006

#### **Federal Office for Civil Rights**

Phone: 800-368-1019  
TDD: 800-537-7697

#### **Ohio Civil Rights Commission**

Phone: 614-466-2785  
TTY: 614-752-2391

#### **Disability Rights Ohio**

Phone: 614-466-7264  
TTY: 614-728-2553