

APPEALS & GRIEVANCES POLICY & PROCEDURE (REASONABLE ACCOMODATION)

Consistent with the spirit of the Americans with Disabilities Act (ADA), Angeles Institute determines disability accommodations through a deliberative and interactive process involving healthcare professionals, the Student Affairs department, staff/faculty of Angeles Institute, and the individuals with disabilities themselves.

We recognize that there is the possibility of disagreement about the appropriateness of accommodations in any deliberative process. We also acknowledge that even with the best efforts of everyone involved with accommodation request(s), a problem may occur. To this end the Student Affairs Department recommends a range of options to resolve concerns about accommodation and eligibility decisions, accommodations received, treatment by the Angeles Institute staff and faculty, and policies related to students with disabilities.

Occasionally a problem arises because of a misunderstanding or miscommunication; clarification can lead to a quick and effective solution. It is often best to discuss the person(s) most closely involved with the decision or incident first, and then go to the person's supervisor or the Student Affairs Department. We strongly encourage you to let the Student Affairs Department know about any problems as soon as possible so that we can work together to solve the problem as quickly as possible.

Though attempts at internal resolution are always recommended first, external means for resolving concerns are available, and may be exercised at any time.

Throughout any of these procedures you may expect to be treated with respect, receive a timely response, not experience any form of retaliation, and have your issues dealt with in a confidential manner to the greatest extent possible, if so requested. Angeles Institute expects that you bring up any problems early, give clear and detailed information, and be respectful of those people who are working with you. If you wish to know more about your rights as a disabled person under Federal and State law and Angeles Institute policy, the Student Affairs Department can refer you to the appropriate entity.

Appeals to Decisions Procedure

1. Meet with the Student Affairs Department
 - a. If a student asks for an accommodation that the Student Affairs Advisor has determined is not reasonable or appropriate, the student can appeal the decision through the accommodations appeal process.
 - b. Students with questions or concerns about accommodations must inform the Student Affairs department as soon as they become aware of the problem. They should discuss the issue with their Student Affairs Advisor in order to explore together possibilities and solutions.
 - c. If the student and the Student Affairs Advisor are unable to agree on the issue or the student would like to appeal the Student Affairs Advisor's decision to deny an accommodation, student may complete the Accommodation Appeal Form, describing the request or challenge. If additional documentation is

required to support the request, it is the student's responsibility to provide it. The review will not progress without full documentation.

2. Complete the Accommodations Appeal Form
 - a. Turn in any supporting or requested documentation
3. The Accommodation Appeal Form is forwarded to the Appeals Committee (or their designees).
 - a. The Committee will evaluate the matter and make appropriate recommendations within ten (10) working days of receiving the appeal.
4. Disagreements will be resolved as quickly as possible. During the process, current accommodations as determined by the Student Affairs Advisor will continue to be in effect in order to provide access during the appeals during the appeals process.
5. Students who are dissatisfied with the Appeals Committee (or their designees) recommendation may direct their concerns to the Campus Director.

Grievances Policy & Procedure

Angeles Institute, in compliance with state and federal laws and regulations, including the Americans with Disabilities Act of 1990 (ADA; as amended 2008) and Section 504 of the Rehabilitation Act of 1973 (Section 504), does not discriminate on the basis of disability in administration of its education-related programs and activities, and has an institutional commitment to provide equal educational opportunities for disabled students who are otherwise qualified.

Students who believe they have been subjected to unlawful discrimination on the basis of disability, or have been denied access to services or accommodations required by law, have the right to use this grievance procedure.

Applicability

As a general proposition, the grievance procedure set forth below is applicable to students of the Institute. In general, it is designed to address disputes concerning the following:

1. Disagreements regarding a requested service, accommodation, or modification of an Institute practice or requirement;
2. Inaccessibility of a program or activity;
3. Harassment or discrimination on the basis of disability;
4. Violation of privacy in the context of disability.

Compliance Officers

Angeles Institute Compliance Officer(s) are responsible for administering the grievance procedure as well as ensuring complain with applicable laws. The Campus Director is the designated ADA/Section 504 Compliance Officer.

Additional Compliance Officers may be designated from time to time by the Campus Director or Owner from those faculty and staff members knowledgeable concerning disability issues.

Informal Resolution

Prior to initiating the formal compliant procedure set forth below, the student should, first discuss the matter orally or in writing with the individual(s) most directly responsible.

Informal resources for resolving grievances:

- Discuss with the Instructor
- Discuss with the Director/Assistant Director of the program
- Discuss with the Student Affairs Advisor
- Discuss with the Appeals Committee
- Discuss with the Compliance Officer

If the Compliance Officer is not successful in quickly achieving a satisfactory resolution (that is, generally within seven calendar day), the Compliance Officer will inform the student of his or her efforts and the student's right to file a formal complaint.

Formal Complaint

If the procedure set forth above for informal resolution does not yield a successful resolution, then the student may file a formal complaint in the following manner:

1. When to File Complaint: Complaints must be filed as soon as possible, but in no event later than 10 days after the end of the term/session/quarter in which the concern arose.
2. What to File: a complaint must be in writing and include the following:
 - a. The grievant's name, address, email address and phone number;
 - b. A full description of the problem
 - c. A description of what efforts have been made to resolve the issue informally;
 - d. A statement of the remedy requested.
3. Where to File Complaint: the complaint is to be filed with the Compliance Officer at Angeles Institute, 17100 Pioneer Blvd., Suite 170, Artesia, CA 90701, 562-531-4100 (voice), 562-531-4140 (fax).
4. Notice of Receipt: upon receipt of the complaint, the Compliance Officer reviews the complaint for timeliness and appropriateness for this grievance procedure, and provides the grievant with written notice acknowledging its receipt.
5. Investigation: the Compliance Officer will promptly initiate an investigation and may refer the matter (or any part of it) to a grievance officer or other designee, who will look into and/or address the matter as the Compliance Officer directs. In undertaking the investigation, the Compliance Officer or grievance officer may interview, consult with, and/or request a written response to the issues raised in the grievance from any individual the grievance officer believes to have relevant information, including faculty, staff, and students.
6. Representation: the grievant and the party against whom the grievance is directed each have the right to have a representative. The party shall indicate whether he or

she is to be assisted by a representative and, if so, the name of that representative. For purposes of this procedure, an attorney is not an appropriate representative.

7. Findings and Notification: upon completion of the investigation, the grievance officer will prepare and transmit to the student, and to the party against whom the grievance is directed, a final report containing a summary of the investigation, written findings, and a proposed disposition. This transmission will be expected within 60 calendar days of the filing of the formal complaint. The deadline may be extended by the Compliance Officer for good cause (including for reasons relating to breaks in the academic calendar), and will nearly always be extended during spring, summer, fall and winter closures/breaks. The final report may also be provided, where appropriate, to any Institute officer whose authority will be needed to carry out the proposed disposition or to determine whether any personnel action is appropriate.
8. Final Disposition: the disposition proposed by the Compliance Officer will be put into effect promptly. The grievant or any party against whom the grievance or the proposed disposition is directed may appeal to the Senior Administrative Officer. The appeal will not suspend the implementation of the disposition proposed by the grievance officer, except in those circumstances where the Senior Administrative Officer decides that good cause exists making the suspension of implementation appropriate.

Urgent Matters

Whenever the application of any of the time deadlines or procedures set forth in this grievance procedure creates a problem due to the nature of the complaint, the urgency of the matter, or the proximity of the upcoming event, the Compliance Officer will, at the request of the grievant, determine whether an appropriate expedited procedure can be fashioned.

Remedies

Possible remedies under this grievance procedure include corrective steps, actions to reverse the effects of discrimination or to end harassment, and measures to provide a reasonable accommodation or proper ongoing treatment. As stated above, a copy of the Compliance Officer's report may, where appropriate, be sent to Institute officer(s) to determine whether any personnel action should be pursued.

Appeal

Within ten calendar days of the issuance of the final report, the grievant or the party against whom the grievance is directed may appeal to the Senior Administrative Officer the grievance officer's determination.

An appeal is taken by filing a written request for review with the Compliance Officer at Angeles Institute, 17100 Pioneer Blvd., Suite 170, Artesia, CA 90701, 562-531-4100 (voice), 562-531-4140 (fax).

The written request for review must specify the particular substantive and/or procedural basis for the appeal, and must be made on grounds other than general dissatisfaction with the proposed disposition. Furthermore, the appeal must be directed only to issues raised in the formal complaint as filed or to procedural errors in the conduct of the grievance procedure itself, and not to new issues.

The Compliance Officer will forward the appeal to the Senior Administrative Officer, and also provide copies to the other party or parties. If the grievance involves a decision that is being challenged, the review by the Senior Administrative Officer or his/her designee usually will be limited to the following considerations:

1. Were the proper facts and criteria brought to bear on the decision? Were improper or extraneous facts or criteria brought to bear that substantially affected the decision to the detriment of the grievant?
2. Were there any procedural irregularities that substantially affected the outcome of the matter to the detriment of the grievant?
3. Given the proper facts, criteria, and procedures, was the decision a reasonable one?

A copy of the Senior Administrative Officer's written decision will be expected within 30 calendar days of the filing of the appeal and will be sent to the parties, the Compliance Officer and, if appropriate, to the Institute officer whose authority will be needed to carry out the disposition. The deadline may be extended by the Senior Administrative Officer for good cause (including for reasons relating to breaks in the academic calendar), and will nearly always be extended during spring, summer, fall and winter closures/breaks. The decision of the Senior Administrative Office on the appeal is final.

ACCOMMODATION APPEAL FORM

Students may appeal the decisions of obtained by the Student Affairs Department by completing this form. All appeals are reviewed by the Appeals Committee, Grievance Officer and/or the Compliance Officer (or their designees).

Name: _____ DOB: _____
(Print) LAST FIRST MI

Address: _____
Mailing Address City State Zip

Home Phone #: _____ Cell Phone #: _____ Work #: _____

Student ID#: _____ Program: _____ Student Email: _____

Accommodations Requesting on Appeal:

- _____
- _____
- _____

In the space provided below, or an attached document, please provide a personal statement describing your condition and your reason(s) for appealing the accommodations that have been denied.

By my submission of this request, I am providing permission for review of my file.

_____/_____
Print Name Signature Date

Office Use Only

- Request Approved
- Request Approved with Modifications: _____
- Additional Information is Required: _____
- Denied: _____

Angeles Institute Employee Print Name & Sign

Date

STUDENT AFFAIRS DEPARTMENT
 17100 PIONEER BLVD, SUITE 170
 ARTESIA, CA 90701
 PHONE: 562-531-4100; FAX: 562-531-4140