

Students Disputing the Denial of a Requested Accommodation

1. Students with disabilities who want to file a complaint regarding access to or quality of their academic accommodation under Section 504 and/or the American Disabilities Act (ADA) may go through the informal process with the DSPS counselor.
2. If no agreement is reached with the informal process, students may request a meeting with the Director of the DRC (or designee) to discuss denial of a requested accommodation. This meeting must occur within five working days.
3. If the director or designee concurs that a DRC decision should be altered or modified, staff must provide reasonable accommodation within five educational days.
4. If the director or designee does not agree, that individual will notify the student in writing within five days and inform the student that he/she has the right to appeal to the 504 Officer. A meeting with the 504 officer must occur within five days of request. In the interim, the accommodation will be provided within the limitations of reasonable accommodation.
5. The 504 Officer has five working days to notify the student of the decision to affirm, deny or modify the request and inform the student of appeal rights. If the student is not satisfied with the decision of the 504 Officer, the accommodation will be provided in the interim and he/she may appeal to the President of the College.
6. If the student is not satisfied, he/she may appeal in writing to the President of the college. In each of the above steps, the individual making the decision also informs the instructor and/or service providers.
7. The Office for Civil Rights is also a resource for students disputing the provision of accommodations. Complaints can be filed at: U.S. Department of Education Office for Civil Rights 50 Beale Street, Ste. 7200 San Francisco, CA 94105 (415) 486-5555 ocr.sanfrancisco@ed.gov

Palomar College 504 Officer

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