



**OAKLAND  
COMMUNITY  
COLLEGE™**

### **Administrative Procedure**

Procedure Type:	Information Technologies
Procedure Title:	Information Technologies Accessibility Grievance Procedure
Office Responsible:	Information Technologies
Related Policies:	Information Technologies Accessibility Policy
Related Laws:	Section 504 & 508 of the Rehabilitation Act of 1973; Americans with Disabilities Act (ADA) of 1990

### **Grievance Procedure**

Oakland Community College (OCC) is committed to removing barriers to education that may be experienced by students with disabilities by providing appropriate academic support and reasonable accommodations. The Rehabilitation Act of 1973 (Section 504 & 508) and the American with Disabilities Act (ADA) regulate the provision of services and reasonable accommodations for students with disabilities in higher education. The Accessibility Compliance Center and Educational Support Services (ACCESS) offices are responsible for providing OCC students with accommodations.

OCC supports students in their right to file a grievance when a student believes they have been denied equal access in the form of eligibility, appropriate and reasonable accommodations or auxiliary aids, or believe they have experienced discriminatory harassment as defined in the OCC Board of Trustees nondiscrimination policy (Board Policy 2.6.1; 2.6.3).

OCC encourages students, prospective students, employees, guests and visitors to follow the steps outlined in this document, should they believe it is necessary to file a complaint. Students are encouraged to review the [OCC Student Handbook](#) policies for academic and non-academic grievance procedures.

OCC also encourages students, prospective students, employees, guests and visitors to report violations of the technical standards adopted by the College regarding web accessibility at [https://cm.maxient.com/reportingform.php?OaklandCC&layout\\_id=1](https://cm.maxient.com/reportingform.php?OaklandCC&layout_id=1).

### **STUDENTS:**

#### **Steps to Address and Resolve a Complaint/Concern:**

**Step 1** - ACCESS Coordinator: Students should discuss the complaint with the ACCESS Coordinator on the campus where they are taking the majority of their classes as soon possible after the incident has occurred. The ACCESS Coordinator will consult with appropriate College personnel, depending on the nature and scope of the complaint, and will bring relevant resources and personnel together to help resolve the issue. Resolution of the issue may be reached at this level. However, if a resolution is not reached, students may file an appeal to the Dean of Learning Resources.

**Step 2** - Appeal: The student must file a written appeal to the Dean of Learning Resources, or designee, within 10 business days following the outcome of step one. The Dean will review the student's written appeal, which may include consulting with the student and other relevant College personnel, and will respond with 15 working days, excluding OCC closures. The written appeal must include a detailed description of the complaint/concern, supporting documentation for the complaint/concern and/or

appeal, if available, the outcome summary from the consultation with the ACCESS Coordinator, and the specific resolution sought by the student.

Resolution of the presented issue may be reached at this level. However, if a resolution is not reached, the complainant has exhausted internal College grievance procedures.

**EMPLOYEES:**

**Steps to Address and Resolve a Complaint/Concern:**

Employees are directed to follow the College's [ADA Reasonable Accommodation Administrative Policy](#).

**VISITORS & GUESTS:**

**Steps to Resolve a Complaint/Concern:**

Visitors and guests may report concerns/complaints at:

[https://cm.maxient.com/reportingform.php?OaklandCC&layout\\_id=1](https://cm.maxient.com/reportingform.php?OaklandCC&layout_id=1)

**Note:** Students, employees, visitors and guests are permitted to file a complaint/concern directly with the [OCC Web Accessibility Coordinator](#), the [Michigan Civil Rights Commission](#), the [Michigan Equal Employment Opportunity Commission](#), or the [United States Department of Education, Office of Civil Rights](#). These agencies will accept complaints and investigate the issue according to their policies and procedures. However, the steps outlined above are recommended for immediate resolution of the concern.

**Dean of Learning Resources**

Oakland Community College  
Auburn Hills Campus, B221  
Auburn Hills, MI 48326  
*Phone:* 248.232.4511  
*Fax:* 248.232.4313

**OCC Web Accessibility**

[https://cm.maxient.com/reportingform.php?OaklandCC&layout\\_id=1](https://cm.maxient.com/reportingform.php?OaklandCC&layout_id=1)

**ACCESS CONTACT INFORMATION**

**Auburn Hills - Room B-112B**

[Ammie Helling, MA LPC](#)

*Phone* 248.232.4080

**Highland Lakes - Room WH-226**

[Shawn M. DiCicco, MA, LPC](#)

*Phone* 248.942.3080

**Orchard Ridge - Room K-111**

[Michelle McLane, MA](#)

*Phone* 248.522.3480

**Royal Oak - Room B-106**

[Steven P. Messina, MA, LPC](#)

*Phone* 248.246.2480

**Southfield - Room A-211**

Steven P. Messina, MA, LPC

Phone 248.246.2480

Human Resources Department

Oakland Community College

2900 Featherstone Road

Auburn Hills, MI 48326

Phone: 248.341.2000

Fax: 248.341.2025

Michigan Department of Civil Rights

Detroit Executive Office

Cadillac Place

3054 West Grand Boulevard, Suite 3-600

Detroit, MI 48202

Phone: 313.456.3700, 800.482.3604

Fax: 313.456.3791

TTY: 877.878.8464

Equal Employment Opportunity Commission

Detroit Area Office

777 Michigan Ave, #865

Detroit, MI 48226

Phone: 313.226.4608

Fax: 313.226.4610

TTY: 800.669.6820

US. Department of Education, Office for Civil Rights

Michigan-Ohio Regional Office

Office for Civil Rights

U.S. Department of Education

1350 Euclid Avenue, Suite 325

Cleveland, OH 44115-1812

Phone: 216.522.4970

Fax: 216.522.2573

TDD: 800.877.8339

**Change Log**

1-1-2017	Effective date
10-13-2022	Contact information updated
5-17-2023	Updated with related laws & policies