



### Administrative Procedure

Procedure Type:	Information Technologies
Procedure Title:	Information Technologies Accessibility Grievance Procedure
Office Responsible:	Information Technologies
Related Policies:	Information Technologies Accessibility Policy

#### **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 accommodations. The Rehabilitation Act of 1073 (Section 504) and the American with Disabilities Act (ADA) regulate the provision of services and 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).

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 also 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. Reports regarding violations of the technical standards should be made to the Web Accessibility Coordinator who shall be responsible for reviewing the report and ensuring appropriate action is taken to address the reported deficiency within a reasonable time.

#### **Steps to Address and Resolve a Complaint**

**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 after the incident has occurred as possible. 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 proceed to the next step.

**Step 2** - Dean of Learning Resources: 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, with 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, supporting documentation for the complaint 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 issue may be reached at this level. However, if a resolution is not reached, students may proceed to the next step.

**Step 3** - OCC Human Resources: The student should submit a [written appeal](#) within 10 business days following the outcome of step two to the OCC Human Resources Department. The Human Resources Department will consult with the student and others to attempt to resolve the issue. The written appeal must include a detailed description of the complaint, supporting documentation for the complaint and/or appeal, if available, the outcome summary from the consultation with the Dean of Learning Resources, 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.

Note that students are permitted to file a complaint 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/Web Accessibility Coordinator](#)

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

#### [Human Resources Department](#)

Oakland Community College  
George A. Bee Administration Center  
2480 Opdyke Road  
Bloomfield Hills, MI 48304  
*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

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**Change Log**

1-1-2017	Effective date
10-13-2022	Contact information updated