



Procedure Title: Disability Accommodations Grievance Procedure

Associated Policy: 16.001 Disability Accommodations for Students and Academic Units

I. Procedure Purpose

The Office of Disability Access (ODA) and the Office of Equal Opportunity & Title IX (EO/TIX) are committed to working with university employees and students with disabilities to resolve disagreements regarding the need for or implementation of accommodations. The following procedure outlines the process for students seeking to report grievance(s) regarding the need for or implementation of disability accommodations at the University of North Texas.

II. Procedure Process

A. Grievances

1. Informal Resolution

- a. Within seven (7) business days of receiving notice from the Disability Services Specialist of the decision on their request for accommodations, or of any perceived failure to provide approved accommodation, a student may seek informal dispute resolution through the Disability Services Specialist.
- b. If the Disability Services Specialist cannot reach agreement with the student to resolve the concerns informally, the student may appeal to the chief administrator of the ODA.

2. Formal Resolution

- a. The ODA chief administrator will review all written materials submitted by the Disability Services Specialist.
- b. The ODA chief administrator will interview, as necessary under the circumstances, the student, the Disability Services Specialist, any faculty member involved, and any other person deemed relevant to the issue.
- c. The ODA chief administrator will render a decision and inform the student.

3. EO/TIX Complaint Process

- a. If the student is not satisfied with the decision reached through formal or informal resolution, a complaint may be filed with the campus ADA Coordinator in EO/TIX.
- b. A student must exhaust informal and formal resolution methods before filing an EO/TIX complaint. For more information, see the [EO/TIX web site](#).

III. Revision History

Procedure Contact:	Asst. Vice President, Equal Opportunity & Title IX
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Date:	03/07/2024
Dept(s) Involved:	ODA, EO/TIX, Office of the Dean of Students, the complainant student's school / college, Office of the Vice President for Finance & Administration
Revision(s):	03/07/2024