



Office of Disability Support Services Appeal and Grievance Process

The Office of Disability Support Services (DSS) has adopted the following appeal and grievance procedures for prompt and equitable resolution of disputes relating to disability accommodations or the accessibility of academic programs. If a student has been denied an accommodation they requested and wants to appeal, they may file an appeal through the process detailed below.

Any individual who requires an accommodation to participate in the DSS appeal and grievance process may request that accommodation by contacting the University Director of Academic and Disability Support Services (University Director) for assistance. Contact information is provided towards the end of this document.

Step 1: Request for Reconsideration

If a student disagrees with the decision of DSS regarding a request for an accommodation, the student may submit a request for reconsideration within fifteen (15) calendar days of the decision. A request for reconsideration must be directed in writing to the University Director. Requests for reconsideration should identify the specific accommodations requested and denied, a statement regarding why the accommodation is reasonable and necessary (having received an accommodation from a previous institution or in the K-12 system is not in itself a sufficient basis), and any relevant supporting documentation from a licensed medical or mental health professional.

Step 2: Review of Reconsideration Request

Upon receipt of the request for reconsideration, the University Director will thoroughly review the student's documentation and request for accommodations and may schedule a follow-up meeting with the student to discuss the request in more detail. The University Director may consult with other university officials as a part of the decision-making process and may share information about the student's disability with these officials only on a limited, need-to-know basis. The University Director will notify the student of the decision within fifteen (15) calendar days of receipt of the request for reconsideration, or within seven (7) calendar days of the follow-up meeting with the student if one is held. The University Director will notify the student and the DSS office in writing if additional time is necessary.

The University Director's decision will be in writing and will be sent to the student's FDU email address. An accommodation granted through the reconsideration process will be granted and implemented by the DSS office moving forward. Accommodations are generally not retroactive.

Step 3: Appeal

If a student is dissatisfied with the outcome of the request for reconsideration, the student may then file an appeal with the Vice President of Student Affairs and Dean of Students (Vice President). Appeals must be submitted in writing within seven (7) calendar days of the reconsideration decision by the University Director.

To appeal at this level, the individual must provide the Vice President with:

1. New information that was not provided to the University Director, or
2. Information that the student believes shows that there was a procedural irregularity that negatively affected the decision.

The Vice President or their designee will review and address the matter. In reviewing the appeal, the Vice President or their designee may interview, consult with, and/or request a written response to the issues raised in the appeal from any individual they believe to have relevant information.

The Vice President or designee will provide a decision on the individual's appeal within fifteen (15) calendar days. The Vice President will notify the student and the DSS office in writing if additional time is necessary.

The Vice President's decision will be in writing and will be sent to the student's FDU email. This is the final step – the decision of the Vice President is the university's final determination on the matter. An accommodation granted through the appeals process will be granted and implemented by the DSS office moving forward. Accommodations are generally not retroactive.

Contact Information:

The Office of Disability Support Services (DSS)

Florham Campus: dsstesting@fdu.edu

Metropolitan Campus: metrodds@fdu.edu

University Director of Academic and Disability Support Services

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