

COMPLAINTS

American's with Disabilities Act Complaint Procedure

Blue Ridge Community College has adopted an internal procedure which provides for the prompt and equitable resolution of complaints alleging any action prohibited by the U. S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act (ADA). Title II states, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs or activities sponsored by a public entity."

Complaints should be addressed to the Vice President of Finance and Administration, who has been designated to coordinate ADA compliance efforts.

1. A complaint should be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
2. A complaint should be filed within 30 calendar days after the complainant becomes aware of the alleged violation.
3. An investigation, as may be appropriate, shall follow the filing of a complaint. The investigation shall be informal but thorough and afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued and forwarded to the complainant no later than 10 calendar days after its filing.
5. The complainant can request a reconsideration of the case in instances of dissatisfaction with the resolution. The request for reconsideration should be made within 10 calendar days.
6. The ADA coordinator shall maintain the files and records relating to the complaints filed.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by nor shall the use of this procedure be a prerequisite to the pursuit of other remedies.

Other remedies include the filing of an ADA complaint with the federal EEOC, or other responsible federal agency. State employees may also file a complaint with the state EEO or initiate a grievance under the state grievance procedure.

Written Complaint Procedure

1. The student should submit his/her complaint in writing to the appropriate administrative unit.
2. The college will respond in writing within the designated time frame.
3. Documentation of written complaints and the college's response will be kept in a secure location for three years and then will be destroyed.

Administrator	Procedure	Appeal Process
Vice President, Finance and Administration	Americans with Disabilities Act Complaint Procedure (https://catalog.brcc.edu/policies-procedures/campus/student-complaint-appeals-processes)	A complaint should be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
Vice President of Instruction and Student Services	Domicile Appeals Process (https://catalog.brcc.edu/policies-procedures/academic/domicile-appeals-process)	The student must file a written appeal within five calendar days of initial determination.
Director, Student Financial Aid and Scholarships	Satisfactory Academic Progress Policy (https://www.brcc.edu/financial_aid/fin-aid-policies/sap)	To appeal the denial of financial aid due to not maintaining satisfactory academic progress, students must complete this form and attach the required documentation.
Academic Dean/ Vice President of Instruction and Student Services	Grade Appeal Procedure (https://catalog.brcc.edu/policies-procedures/academic/grade-appeal)	A written appeal must be filed with the instructor as soon as possible and no later than 10 calendar days after the first day of class of the next subsequent semester (Spring for a Fall course; Summer for a Spring course; Fall for a Summer course).
Academic Dean	Student Input About Instructor/ Quality of Instruction (https://www.brcc.edu/services/right/student-input)	Issues that are not resolved by the student with the instructor, Dean, or VP ISS may be appealed using the Student Misconduct Appeal process.
Director of Public Safety	Parking Citation Appeal (https://www.brcc.edu/Assets/uploads/public-safety/form-parking-citation-appeal.pdf)	The individual should forward the appeals form to the Director of Public Safety within 10 days of the citation.

Dean, Student Services	Academic Dismissal (https://catalog.brcc.edu/policies-procedures/academic/academic-standing)	Requests for reinstatement are considered by an Admissions Committee convened by the Dean of Student Services. An Appeal may be made to the Vice President of Instruction and Student Services within 10 days of notification of the Admission Committee's decision.
Title IX Coordinator/ Dean, Student Services	Sexual Misconduct Policy (https://www.brcc.edu/brcc/policy/sexual-domestic-dating-violence-stalking)	Students who believe that they have been subjected to sexual assault or harassment should report their complaint as soon as possible after the event occurs to the Dean of Student Services or any other employee.
Vice President, Instruction and Student Services	Student Rights and Responsibilities, Disciplinary, and Grievance Procedures (https://catalog.brcc.edu/welcome/college-tenets/statement-student-rights-honor-code-behavior-violations-disciplinary-appeal-procedures)	A written request for a hearing must be made on or before the 15th business day following the mailing of the certified letter which describes the administrative disposition.
Vice President, Finance and Administration	Tuition Refund Appeals (https://www.brcc.edu/Assets/uploads/forms/form-tuition-refund-request.pdf)	Refund appeals will not be considered unless the student has officially withdrawn from the class, and has a grade of W.
Vice President, Finance and Administration	Tuition Refund Appeal, second form (https://www.brcc.edu/classes/tuition/refunds/refund-appeals)	Refund appeals will not be considered unless the student has officially withdrawn from the class, and has a grade of W.
Dean, Student Services	All other student complaints	Issues that are not resolved by the student with the Dean or appropriate Vice President may be appealed using the Student Misconduct Appeal process. Who to Contact