

CRAS | Conservatory of Recording
Arts & Sciences

STUDENTS WITH DISABILITIES

GRIEVANCE
POLICY





ADA AND SECTION 504 GRIEVANCE POLICY FOR STUDENTS

The Conservatory is committed to non-discrimination, equal opportunity, and equal access. In accordance with the American with Disabilities Act of 1990, as amended, ("ADA") Section 504 of the Rehabilitation Act of 1973, as amended, ("Section 504"), applicable state and local law, and the CRAS Student with Disabilities Accommodation Policy. For students with disabilities, the Conservatory makes every effort to assist them in achieving these goals. Students with disabilities have the option of requesting temporary assistance, accommodations and/or auxiliary services if necessary.

The Conservatory will not not retaliate, intimidate, threaten, coerce, or interfere with any individual in the exercise or enjoyment of any right protected by Section 504 and its implementing regulations.

Students seeking accommodations are encouraged to contact the Student Support Coordinator during the enrollment process, or otherwise as soon as possible, to begin the reasonable accommodation process.

Any Conservatory student who believes he or she has been subject to discrimination and/or harassment, intimidation, threats, or coercion on the basis of disability, has been retaliated against, believes he or she has been wrongfully denied reasonable accommodation(s) by the Conservatory, believes the Conservatory failed to provide approved reasonable accommodation(s), or has other disability or accommodation related concerns should follow the steps set forth in this policy.

The Conservatory will undertake efforts to keep confidential information obtained during the grievance process set forth in this policy, however the sharing of some information internally at the Conservatory with individuals involved who need to know may be necessary to fully investigate a particular grievance. The Conservatory prohibits intimidation, threats, coercion, and retaliation against individuals who utilize this policy, who participate in the investigative process, or who oppose a discriminatory practice or policy.



GRIEVANCE POLICY

If a student believes he or she was wrongfully denied accommodation(s), believes the final accommodation(s) provided are not reasonable, believes that the approved reasonable accommodation(s) was not provided, or if the student believes for any other reason that unlawful discrimination, harassment intimidation, threats, coercion, or retaliation on the basis of disability has occurred, should follow the process set forth below. Other individuals may also submit a concern to the Conservatory on behalf of a student pursuant to this policy; however, because of privacy considerations the Conservatory may not be able to divulge all information regarding the concern, investigation or outcome to these individuals. During the grievance process set forth below, any accommodations or services that have already been implemented will continue uninterrupted.

The Conservatory will endeavor to complete the investigative process as expeditiously as possible and typically in no longer than thirty (30) days; however, the individual circumstances of each situation will dictate the timing of the entire process. The Conservatory will update the student regarding the status of the process. Students seeking an accommodation for this policy and process should contact the Student Support Coordinator as soon as possible.

STEP 1

GRIEVANCE PROCESS

A student with a concern covered by this policy (described above) may first attempt to resolve it at the informal level. This is accomplished by the student discussing the concern with the individual with whom the concern arose or with the supervisor of the individual with whom the concern arose, in the event the student is not comfortable discussing it directly with the individual. The student should also simultaneously inform the Conservatory's Student Support Coordinator, Becky Fimbres of the concern. Many concerns can arise from misunderstandings and can be amicably resolved at this informal level. Students are not required to engage in this informal resolution and may proceed directly to Step 2 below at any time.

STEP 2

A student with a concern covered by this policy (described above), who does not wish to attempt to resolve the concern at the informal level, or who has attempted unsuccessfully to informally resolve a concern, should contact the Conservatory's Student Support Coordinator, Becky Fimbres by phone at 480-858-0764 or via email at becky@cras.org to schedule a meeting to discuss the student's concern as soon as possible after the concern arises. This is an opportunity for the student to provide all information to the Conservatory's Student Support Coordinator that he or she would like considered related to his or her concern. The student shall provide this information in written form and include his or her desired resolution and outcome.

The Conservatory's Student Support Coordinator, or designee, will then undertake an investigation into the student's concern. During the investigation, all parties will have the opportunity to identify witnesses and provide evidence, documents, and information for consideration and review. Investigations will be handled discreetly, with information shared only with those individuals who need to know the information in order for there to be a full and fair investigation.

At the conclusion of the investigation, the Conservatory's Student Support Coordinator will communicate the determination of the investigation via written notification to the student and the other party (if applicable). The written notice will include a summary of allegations, findings of fact, and a determination as to whether or not the alleged wrongdoing occurred.

STEP 3

If a student is dissatisfied with the determination of the Conservatory's Student Support Coordinator, the student may appeal this determination to the Administrator. Appeals may only be based on the following: (1) there is a substantial likelihood that newly discovered information, not available at the time information was provided during the investigation, would result in a different decision; (2) there was a procedural error significant enough to call the outcome into question; (3) there was a clear error in factual findings; or (4) improper bias or prejudice influenced the outcome of the investigation.

Appeals must be received in writing by the Administrator within ten (10) business days of the date the Student Support Coordinator issued its determination. Appeals may be submitted via email to hamm@cras.org. Appeals must contain, at a minimum, an explanation of why the determination is improper and a detailed statement of the basis for the appeal, including the specific facts, circumstances, and arguments in support of the appeal.

The Administrator will review the (1) information provided by the student for the appeal; (2) investigation and determination of the Conservatory's Student Accessibility Resources Office; and (3) any other additional information that may be relevant to evaluating the matter and reaching a decision.

The Administrator will resolve the appeal and reach a decision within ten (10) business days of receiving the appeal and may take any actions determined to be in the interest of a fair and just decision. The decision of the Administrator is final and not appealable. The Administrator shall issue a written notice of the resolution of the appeal to the student and the other party (if applicable), including changes, if any, made to the investigation determination.



CRAS CONTACT & GENERAL ADA INFORMATION

CONTACT INFORMATION

Student Services Department
Becky Fimbres
Director of Student Services | Student Support Coordinator
480-858-0764
Becky@cras.org

GENERAL INFORMATION

Disability Defined

The ADA defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activity. This includes people who have a record of such an impairment, even if they do not currently have a disability. It also includes individuals who do not have a disability but are regarded as having a disability. The ADA also makes it unlawful to discriminate against a person based on that person's association with a person with a disability.

Disability Services

In order to ensure a smooth transition to secure reasonable accommodations, students may request disability related accommodations or services by completing the registration steps below. Students are encouraged to identify themselves as early as possible since some accommodations may take time to put in place.

Confidentiality/Self Advocacy

Disclosing all relevant information to the Student Support Coordinator is essential to establishing a disability/eligibility for services or accommodations and ensuring what is provided will be effective in meeting needs. Once registered and approved to use accommodations or services, students have a choice about how much information is shared beyond that point and students retain the right to request/use accommodations or to elect not to.

Disclosure is a personal choice and students are always free to provide whatever information they are comfortable sharing, but our processes preserve confidentiality for students who prefer to disclose only what is needed (the accommodation or services).

Temporary and Provisional Accommodations

Students with injuries or concussion may need temporary accommodations for a short term disability. Provisional accommodations may be provided while students are seeking an evaluation to determine the presence of a disability or the specific services or accommodations needed. Please contact the Student