

Dartmouth College Disability-Based Grievance Procedures for Students

Any undergraduate, graduate or professional student who believes that they have been subjected to discrimination based on their disability has options for resolving their concerns. Dartmouth College encourages an efficient and informal resolution of student concerns, including, when appropriate, third party alternative dispute resolution options. In most instances, we have found that student concerns can be quickly resolved through informal discussions. Informal resolution may be sought by reaching out to the Student Accessibility Services office for undergraduates or to the appropriate accessibility services office in the various graduate and professional schools, <https://home.dartmouth.edu/accessibility>. The Office of Institutional Diversity and Equity may also be able to assist in informal resolution for any student, <https://www.dartmouth.edu/~ide/>, and you may reach out directly to IDE, as well.

However, if a student is not satisfied with these efforts or wishes to file a formal grievance without seeking an informal resolution, they are welcome to do so. In doing so, the responsibility for resolution moves to the ADA/504 Coordinator in the Office of Institutional Diversity and Equity. The procedure is designed to provide a prompt and fair resolution of allegations of disability-based discrimination.

These grievance procedures are available in response to the following situations:

- Disagreement with any action, inaction or decision made by Student Accessibility Services (SAS) or the disability services office or officer in the various graduate and professional programs.
- Discrimination resulting from a failure to implement an agreed upon accommodation, the quality of the accommodation provided, the timeliness of the receipt of the accommodation, or any other accommodation-based claim.
- Other discriminatory actions or inactions, including a failure to remove accessibility barriers.
- Discrimination in the form of disability-based harassment.

To initiate a formal grievance, a complainant must submit their complaint in writing (mail or email), including the name, address, email address and phone number of the student, directly to the ADA/504 Coordinator. The complaint must set forth a description of the allegations of discrimination, including the specific facts in support of the allegation(s) and must be signed (electronic signatures are acceptable).

To be considered timely, the complaint must be filed within 30 calendar days of the act or acts alleged to be discriminatory. Formal grievances need to be addressed to the ADA/504 Coordinator, Office of Institutional Diversity & Equity, Dartmouth College, Parkhurst 006 (garden level), HB 6018, Hanover, NH 03755. Complaints may be filed electronically at: institutional.diversity.and.equity@dartmouth.edu. Please put “Attention ADA/504 Coordinator” in the subject line.

A fact-finding investigation, as may be appropriate, shall be conducted in a prompt, effective, fair and impartial manner by the ADA/504 Coordinator or their designee. This procedure affords the complainant and the person(s) against whom the allegation(s) of discrimination have been made an opportunity to submit information and documentation regarding the complaint allegations and suggest witness evidence that should be sought.

Within 60 days of receipt of the complaint, the College will issue a written report to the complainant outlining the investigative findings and, where appropriate, remedial action to be taken to address any discriminatory findings and/or other actions designed to prevent such recurrence. The date of the issuance of the report shall be known as the “determination date.”

The complainant may appeal the investigatory findings by submitting a written document to the Vice President for Institutional Diversity & Equity, Dartmouth College, Office of Institutional Diversity & Equity, Parkhurst 006 (garden level), HB 6018, Hanover, NH 03755. Appeals may be filed electronically at: institutional.diversity.and.equity@dartmouth.edu. Please put “Attention Vice President for IDE” in the subject line.

An appeal shall only be considered if the complainant specifies with particularity:

- Procedural error which materially prejudiced the outcome; or
- The existence of newly discovered information that was not reasonably available during the investigation and that information would likely have affected the outcome had it been available.

The appeal must either be postmarked or received within fourteen (14) days of the determination date. The Vice President for Institutional Diversity and Equity or their designee will make a final determination and inform the complainant in writing within 14 business days of the receipt of the appeal.

Although Dartmouth will make reasonable efforts to comply with these timelines, circumstances such as school breaks, witness unavailability or other good cause may justify an extension of time. In such circumstances, the investigator, the ADA/504 Coordinator or the Vice President will notify all parties of the extension and the anticipated date of completion.

Retaliation against any person because they have filed a complaint of alleged discrimination, participated in an investigation, or opposed a discriminatory practice or policy is prohibited under College policy and federal law and sanctions may be imposed.

For more information, please contact the Office for Institutional Diversity & Equity at: (603) 646-1606. Email can be sent to: institutional.diversity.and.equity@dartmouth.edu.