

# Juilliard

## Office of Academic Support and Disability Services

### DISABILITY GRIEVANCE PROCEDURE

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**Title:** Disability Grievance Policy

**Policy Owner:** Office of Academic Support and Disability Services

**Contact Information:**

Office of Academic Support and Disability Services

Room 245 B

Main Building Phone: (212) 799-5000, ex. 320

Email: [Oasds@Juilliard.edu](mailto:Oasds@Juilliard.edu)

**Applies to:** Juilliard Students

**Effective Date:** September 1, 2017

Students who have a disability have the right to initiate a grievance if the student feels that Juilliard, or a Juilliard administrator or faculty member, is not complying with Juilliard's policies for students with disabilities or is not following the applicable laws on disability. This policy and procedure is designed to provide students with a process for seeking review of the following: (i) an accommodation determination; (ii) a lack of adherence to Juilliard's policies for students with disabilities and/or the law; and (iii) the manner in which an accommodation granted to a student is complied with by those responsible for providing the accommodation. The process may also be utilized in the event a student believes that he or she has been treated in a discriminatory or biased manner due to a disability or the perception of a disability. A student should raise any concern as promptly as possible to OASDS so that it can be addressed and resolved quickly. In general, a concern should be raised during the semester it arises or within 90 days of the occurrence of the issue being grieved.

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## **First Step: Informal Report**

A student who believes that Juilliard is not following its policies for students with disabilities, is not accommodating a student appropriately, or that there has been discriminatory treatment, should promptly meet with a staff person at OASDS to seek a resolution of the issue. A student should provide as many details and specifics as possible to assist in understanding the problem and achieving a resolution. If no reasonable informal solution is achieved, the student can file a formal grievance.

## **Second Step: Formal Grievance**

A student who wishes to file a formal grievance may do so in writing within ten calendar days of determining that the informal resolution step has not resolved the problem. The grievance should include all relevant details and any pertinent documents or materials and should be submitted to the head of OASDS. Depending on the nature of the grievance and relevant circumstances, Juilliard will designate a school official or a panel of school administrators and/or faculty to review and determine the grievance. The purpose of the review is to determine whether or not there is substantial evidence to support the grievance and, if there is, what resolution would correct the situation. Information and documentation relevant to the matter may be requested from the involved parties, and the student filing the grievance will have an opportunity to be heard in person if that is requested and will have an opportunity to submit any relevant information or identify witnesses or others with relevant information for the review. The school official or panel reviewing the matter will make a recommendation to the school of the determination and resolution before the formal grievance determination is released. Juilliard may accept, modify, or reverse the recommendation or send it back for further review. The determination, and a brief summary of the basis for the determination,

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should be provided to the student at the conclusion. Generally, the process should not take more than a month to determine.

## **Final Step: Appeal**

A student may appeal a grievance to the Provost and Dean after a formal review is conducted. Such appeal shall be in writing and presented to the Provost and Dean within ten calendar days of the determination of the formal grievance. An appeal is permitted where there is evidence that is new and was not available previously to be considered, or where there was a material procedural error in how the grievance was processed. The appeal should state the reasons supporting the appeal. The Provost and Dean may designate a school official or a committee to handle the appeal. A decision on appeal is final.

## **Rights of Students**

A student who makes use of the grievance procedure shall not be retaliated against for doing so. A student may choose a member of the Juilliard community or a family member to accompany him/her through the steps of the procedure.

In the event a student feels that a grievance request has to be initiated other than with OASDS due to a potential conflict, the student should feel free to initiate the grievance with the Vice President for Enrollment Management and Student Development.

## [Complaints Involving Other Students](#)

If a student believes that he/she is a victim of discrimination or harassment by another student because of a disability or because the student is perceived as having a disability, the student may initiate a grievance procedure under the general Juilliard Code of Conduct that handles complaints of discrimination between students. For

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guidance on disability discrimination by other students, the student may confer with OASDS staff or the Dean of Student Affairs. Students can consult the section of the Student Handbook that describes the Code of Conduct.

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