

Boston College

The ADA/504 Coordinator, or, in the Coordinator's absence, his or her designee, will promptly appoint an ad hoc grievance committee, consisting of the ~~VVLVMDRQ~~ ~~6WHQVDELOLWHUJFHV~~ or the Associate Director of the Connors Family Learning Center, a faculty member, an administrator, and other academic or administrative personnel the Coordinator deems appropriate. The Coordinator will notify the student as to the committee members. If the student has a basis to object in good faith to any committee member's participation, the student must respond with a written objection within two days. The ADA/504 Coordinator will either replace this member or instruct the committee to proceed without him or her.

The ad hoc committee will investigate the grievance. The committee may interview or consult with the student and any other individual the committee believes to have relevant information, including faculty, staff, and students. In addition, the ~~HDRQWHQRE~~ ~~GHVLRQH~~ will, upon a timely request of the student or the committee, provide a written summary of the ~~HDRQW~~ ~~GHQREGHVLRQH~~'s investigation and any findings to the ad hoc grievance committee.

The committee will conclude its investigation and submit its findings to the ADA/504 Coordinator within two weeks of initiating the investigation. The written findings will include findings of fact and a proposed resolution, if any.

The ADA/504 Coordinator will take whatever actions he or she believes is warranted based on the findings of the committee, which may include corrective steps and measures to provide reasonable accommodations or a determination that the student is not entitled to the accommodations requested. The Coordinator will promptly communicate the resolution to the student and the relevant department or other individuals in writing. The decision of the ADA/504 Coordinator will be final and any actions taken in response will complete the grievance process.

**Confidentiality**

The student's confidentiality shall be maintained by each person involved in the informal or formal investigation or resolution of a student grievance under this policy. Any disclosures regarding the student or the investigation, including any disclosures of clinical information provided by the student, shall be limited to the minimum necessary to accomplish the investigation or address the student's grievance. Upon the resolution of the student's complaint, all notes, correspondence and other documents relating to the student's grievance shall be transferred to the office that originally handled the student's request for accommodations (in most cases either the office of the ~~VVLVMDRQWHQ~~ ~~6WHQVDELOLWHUJFHV~~ or the Associate Director of the Connors Family Learning Center) for handling in a confidential and secure manner.