

## Disability Services Office Grievance Process

Any student having a complaint related to the determination of and/or provision of disability related services and accommodations through DSO is entitled to a prompt and equitable resolution of his or her complaint.

### Steps:

1. If any student has a complaint that cannot be resolved with his or her instructor, the student should put the concern in writing and submit it to the Director for Disability Services, located in room 127 of the Sink Building or by calling 828-694-1813.
2. The director will contact the student to discuss the concerns and possible resolutions.
3. If a complaint is not resolved to the satisfaction of the student, the student has the right to consult with the Vice President for Student Services.
4. If the decision and/or corrective action taken by the Vice President for Student Services is not satisfactory, the student has a right to follow the Student Grievance Procedure as stated in the BRCC catalog. *Students should refer to the college catalog when complaints directly involve the DSO.*