

## **SUPPORT SERVICES GRIEVANCE PROCEDURE**

A grievance is defined as the claim of an individual employee or student that there has been a violation, misinterpretation or misapplication of a rule, policy or procedure in relation to policies or the laws. The grievance procedures outlined in the Faculty, Staff, and Students Handbooks may be utilized by any faculty, staff, or student to resolve disability complaints. Jackson State University assures prompt and impartial consideration to any complaints, which an individual may experience in the university environment. When the circumstances require, faculty, staff, or students are encouraged to submit complaints. They may use this procedure without penalty or fear of reprisal. Furthermore, particular attention must be given to the time period shown for each step. For example:

Request for accommodations, academic adjustments, auxiliary aids, and services for individuals with disabilities are not limited to but may include:

- \* Request for an accessible location for classrooms, or offices due to a physical disability.
- \* Request for extended time due to a learning disability.
- \* Request for a sign language interpreter due to a hearing impairment, etc.

When faculty, staff or students have concerns related to the ADA or Section 504, they should address this information to:

**Mr. Vinson Ballard  
ADA Coordinator  
Office of the President  
Jackson State University  
B.F. Roberts, Room 112  
P.O. Box 17156  
Jackson, MS 39217  
(601) 979-3704**

Concerns with regards to the ADA Coordinator should be addressed to:

**Mrs. Evola C. Bates  
Chief of Staff  
Office of the President  
Jackson State University  
P.O. Box 17390  
Jackson, MS 39217-0290  
(601) 979-2323**

## **INFORMAL SUPPORT SERVICES GRIEVANCE PROCEDURE**

- 1. A grievance should be filed in writing, contain the name and address of person filing it and briefly describe the alleged violation.**
- 2. A grievance should be filed within 60 days of the alleged violation or such time after the complainant becomes aware of the alleged violation. (Processing of allegations of discriminations, which occurred before this grievance procedure was in place will be considered on a case-by-case basis in a prompt and equitable manner).**
- 3. The investigation shall be conducted by the Americans with Disabilities Act Coordinator. The investigation shall be informal but thorough, affording all interested persons and their representatives, an opportunity to submit evidence relevant to a grievance.**
- 4. A written determination as to the validity of the grievance and a description of the resolution, if any shall be issued by the Americans with Disabilities Act Coordinator and a copy forwarded to the complainant no later than 10 days after its filing.**
- 5. The Americans with Disabilities Act Coordinator shall maintain the files and records of Jackson State University relating to the complaints filed.**

## **FORMAL SUPPORT SERVICES GRIEVANCE PROCEDURE (STUDENTS)**

**If these steps have not led to a mutually satisfactory settlement of the problem, at the written request of the student, the Vice President for Student Affairs will place the matter before the Administrative Committee. The Administrative Committee will be comprised of three full-time, no-academic employees appointed by the Vice President for Student Affairs. Upon completion of the consideration of your grievance, the committee will have five (5) working days in which to make a decision. The decision will be promptly communicated within five (5) working days to the Vice President for Student Affairs in writing. The Vice President for Student Affairs will review the recommendation and make to the President in writing. The decision will promptly be communicated within ten (10) working days to the student. The decision of the President shall be final.**

## **FORMAL SUPPORT SERVICE GRIEVANCE PROCEDURE (FACULTY, STAFF, AND ADMINISTRATORS)**

**If these steps have not led to a mutually satisfactory settlement of the problem, at the written request of the employee, the Director of Human Resources will place the matter before the Staff Personnel Committee. The committee's purpose is to review the problem thoroughly and make a decision which is appealable to the President. Upon completion of the hearing, the committee will have five (5) working days to submit the Director of Human Resources in writing. The Director of Human Resources will review the recommendations and determine the legality and practicality of the recommendation and will announce the decision of the committee to the employee and administration in writing. The decision of the**

committee will be subject to review by the President. The decision of the President shall be final.

The Staff Personnel Committee will be comprised of three full-time, non-academic employees appointed by the President of the University.

#### **CHARGE TO THE STAFF PERSONNEL COMMITTEE**

If a Staff Personnel Committee is needed to hear a grievance, it is charged with seeing that:

1. The complainant and the alleged offender understand that they may bring an advisor of their choice to the hearing at no expense to the University. This advisor may be an attorney-at-law, a faculty member, another staff member, a relative, or a citizen-at-large. If the parties involved wish to have legal counsel present at hearing(s), they must inform the President of the University at least three days prior to the hearing. The advisor may address the committee only with the consent of the committee's chairperson.
2. The hearing is closed because of the sensitive nature of the information involved.
3. The majority vote carries, with the opportunity for a negative vote and/or Minority report.
4. Retaliation against the person who seeks relief, the complainant, or any advisor is forbidden.
5. All sides of the complaint are heard.
6. Appropriate avenues are explored to look actively for witnesses and to verify or disprove information given in the hearing by any witness.
7. Only one witness appears before the panel at a time.
8. Each witness is instructed not to discuss the hearing or identity of the person(s) making the complaint or the accused with anyone who does not need to know.
9. The hearing moves forward promptly.
10. Fairness and consistency are exercised in recommending corrective action.
11. Meetings are to take place on regular work days during working hours.
12. Corrective action recommended is based upon the nature of the offense and should be considered when the violation otherwise impairs the working exchange.
13. Any written records of the hearing, together with the findings and recommendation report, and a record of corrective action taken are placed in the confidential files in the Office of the Director of Human Resources.



