

**The Juilliard School**  
**Office of Academic Support and Disability Services**

**DISABILITY GRIEVANCE PROCEDURE**

**Complaints Against Faculty, Staff, or Other Employees of The Juilliard School**

In the event a student believes that the procedures described in the Student Disability Policy have not been followed properly or feels that any action has been directed against him or her because of a disability or perception of a disability by a School faculty or staff member, the student has the option of resolving the matter informally or immediately filing a formal grievance.

**Informal Procedure:** To resolve the matter informally, the student should first meet with the Vice President for Enrollment Management to see if the matter can be resolved. If the student chooses to file a formal grievance, the following steps should be followed:

**Formal Procedure:** A student who wishes to file a formal grievance may do so in writing over his or her signature with the Vice President for Enrollment Management and Student Development. If the grievance is in regards to the actions of the Vice President for Enrollment Management and Student Development, disability services or any office he or she supervises or manages, an impartial School committee shall investigate the grievance. All other grievances shall be investigated and reviewed by the Vice President for Enrollment Management and Student Development. The purpose of the review is to determine whether or not School policy has been followed and, if not, to address the consequences that may have resulted and shall be corrected. Information relevant to the matter may be requested from the involved parties. The Vice President for Enrollment Management and Student Development will promptly undertake an investigation and provide a written finding to the student upon completion of the review.

A student who makes use of the grievance procedure shall not be retaliated against for doing so. A student may choose another student or faculty/staff persons to accompany him/her through the steps of the procedure. A student who believes that a grievance has not been resolved to his or her satisfaction after a review is conducted may appeal the outcome to the Dean. Such appeal shall be in writing and signed by the student. The Dean may form a committee of objective School staff and/or faculty, which shall make a determination on the appeal and inform the student in writing of that determination.

**Written grievance requirements**

1. The student shall file a formal grievance within 90 calendar days after the complainant becomes aware of the alleged violation. The complaint shall contain the name and address of the person filing it and a brief description of the alleged violation of the Americans with Disabilities Act or of Section 504 of the Rehabilitation Act of 1973 or other appropriate law. The complaint should specify the date(s) of any alleged violation. All discrimination grievances which request an individual remedy must carry the signature of the grievant authorizing investigation of the issue(s). Those, which anonymously allege discrimination, will be reviewed as time permits. Disability

Grievance Forms are available in the Office of Academic Support and Disability Services.

2. The official to whom the complaint is submitted shall convene a committee within two weeks of receiving the complaint unless prohibited by unusual circumstances.
3. The committee shall hear testimony or receive written testimony from the student; the relevant faculty or staff member(s); and other knowledgeable people. The student has the right to ask for testimony from any faculty or staff whom he or she deems relevant to the case. These rules anticipate informal but thorough investigations, affording an interested person and their representative notice and an opportunity to be heard and to submit evidence relevant to the complaint.
4. After hearing testimony and/or reviewing pertinent documents, the committee shall report its conclusions in writing to the complainant and all other relevant parties within five working days. The decision of the committee is final.

### **Complaints Against Students**

If a student believes that he/she is a victim of discrimination or harassment by another student because of a disability, he/she may initiate a grievance procedure by contacting one of the following College representatives as appropriate:

- **The Vice President for Enrollment Management and Student Development**
- **The Dean of Student Affairs**

Students should consult the section entitled "Harassment--Anti-Harassment Policy and Complaint Resolution" in the Student Handbook (<http://www.juilliard.edu/campus-life/policies-disclosures/student-handbook>) in order to obtain further information about grievance procedures and the adjudication of formal complaints.

### **Rights of Grievant**

Federal and state laws protect every person who files a discrimination grievance or who assists in the investigation in any way from acts of retaliation. Confidentiality of files and information will be maintained in accordance with federal and state law. It is the philosophy of this office that the most effective resolutions depend on informal contacts with the individuals involved.

### **Rights of the School and Individual Respondents**

Since the purpose of the investigation is to determine the facts surrounding the grievance and develop a possible solution, communication with those named in the grievance is essential. Complete statements of facts and response to concerns outlined in the grievance will be sought from all persons with relevant information.

Remedies may include an oral or written reprimand, suspension, dismissal, or other action. Also, changes in policy or reconsideration of actions may be initiated. This list is by no means exhaustive.