

**Division of Student Affairs**  
Office of Student Disability Services  
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**Marie Ferro-Lusk**  
**Rush University**  
*Manager, Office of Student  
Disability Services*

## **Grievance Procedures**

Consistent with the spirit of the Americans with Disabilities Act (ADA), Rush determines disability accommodations through a deliberative and interactive process involving appropriate members of the university community, and, of course, the individual seeking a reasonable accommodation.

We recognize that disagreements may occur about the appropriateness of accommodations. To this end, we recommend a range of options to resolve concerns about accommodation and eligibility decisions, services received, treatment by university staff and faculty, and university policies related to students with disabilities.

Issues concerning the accommodation of a disability can occur as a result of misunderstandings, miscommunication, or lack of education. In these instances, clarification and effective communication can lead to a quick and effective solution. If a problem arises regarding the delivery of your accommodations, determination about accommodations, or other issues of access, we encourage you to reach out to the manager of student disability services immediately.

Rush University will serve our students' needs and concerns through internal resolution as a first step. Students, however, do have multiple options available for addressing their concerns. Throughout any of these procedures, students can expect to be treated with respect, receive a timely response, not experience any form of retaliation, and have their concerns dealt with in a confidential manner subject to those individuals who have a need to know about the issues being reviewed. The university encourages students to bring up any concerns early, give clear and detailed information, and alert the manager of student disability services in writing.

## **Internal Grievance Process**

### **Accommodation Requests:**

Within 14 business days following receipt of the denial of an accommodation request, the student may meet with the manager of student disability services to determine if an alternative resolution is reasonable and acceptable. The manager of student disability services will inform the student within seven business days of its reconsideration of the student's request. If the reconsideration is denied, the student may appeal the decision to the Senior Associate Provost of Rush University.

The student's appeal must be submitted in writing, and must be received within fourteen business days of the formal notification of the decision. The Senior Associate Provost will make a final decision on any appeal in writing, which shall be rendered within 30 business days of receipt of the student appeal.

### **Other Issues of Access:**

A student with a disability may file a grievance concerning any issue related to disability or access. These include but are not limited to issues relating to accessibility of university facilities, programs, or services.

**To grieve any issue:**

- Students should summarize their grievance in writing and submit it to the manager of student disability services. They may submit any further documentation they believe is germane to the grievance.
- The manager of student disability services will review the grievance within 14 business days and provide the student with a written summary of their findings and any plan that is necessary and appropriate to address issues of accessibility.
- In cases where the manager of student disability services determines that no issues of access exist, or when the manager denies the requested accommodation or remedy, the Senior Associate Provost will automatically review the decision.
- The Senior Associate Provost will render a final decision within 30 days of the recommendation to the manager of student disability services.

**Issues of perceived discrimination:**

- An individual who believes he/she has been discriminated against on the basis of a disability, or who believes that the university is out of compliance with their obligations to people with disabilities under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, As Amended (ADA AA), is encouraged to work with Rush to resolve his/her concerns informally.

**External Complaints**

Students can seek resolution of a complaint through the **U.S. Department of Education's Office of Civil Rights:**

**Chicago Office contact:**

Celeste Davis, Office for Civil Rights  
U.S. Department of Health and Human Services  
233 N. Michigan Ave., Suite 240  
Chicago, IL 60601  
Customer Response Center: (800) 368-1019  
Fax: (202) 619-3818 TDD: (800) 537-7697  
Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)

Students may also seek resolution through private litigation.