

## **CSU Policy on Non-Discrimination on the Basis of Disability**

In accordance with the provisions of applicable law, this policy is intended to ensure that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in the services, programs, or activities of the CSU and its campuses. The CSU will provide appropriate accommodations and support services and make reasonable modifications in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability, unless it is demonstrated that providing such accommodations, services, or modifications would result in a fundamental alteration in the nature of the service, program, or activity or would create undue financial or administrative burdens.

### **Informal Campus Grievance Procedures for Disabled Students**

A student with a disability who alleges discrimination with regard to service provisions and/or related issues will first meet with the Director of Disability Resource Services (DRS), Lee Bettencourt, in an attempt to resolve the issue(s). If a resolution is not reached, the student can request a meeting with the Senior Director of Retention Services, Ron Noble, or submit a written description of the alleged complaint to the Senior Director. Upon receipt of the written complaint, the Senior Director will meet with the student according to due process timelines. The Director of DRS may attend the meeting at the request of the student or the Senior Director.

If at any time the student does not find a satisfactory resolution he/she may proceed by contacting the Office of Civil Rights (OCR) in San Francisco, California.