

**DISABLED STUDENTS PROGRAMS AND SERVICES
DISPUTE RESOLUTION AND GRIEVANCE PROCEDURES**

DSPS, or has difficulty getting the academic accommodations from a faculty member, should discuss his/her concern with the DSPS Counselor offering the academic accommodation.

1c. If the student concern continues to be unresolved, the student should discuss his/her concern with the DSPS Chair as soon as possible after attempting to resolve the dispute with the DSPS Counselor and/or faculty member. The DSPS Department Chair will issue a written response to the student within seven instructional days. The DSPS Department Chair's office is located at 50 Phelan Avenue, Rosenberg Library Room 323. The DSPS Chair can be called at (415) 452-5481 / TDD (415) 452-5451.

2. Written Grievance Procedure

2a. If the Dispute Resolution Procedure is unsuccessful, a student may file a written grievance. A student must su