

# DISABILITY SERVICES

camnercenter.miami.edu/

## Office of Disability Services (ODS)

The Office of Disability Services (ODS) is the primary university office responsible for the coordination of auxiliary aids and services for students with disabilities. Please visit our website (<http://www.camnercenter.miami.edu>) for more information.

The Office of Disability Services (ODS) provides academic accommodations and support to ensure that students with disabilities are able to access and participate in the opportunities available at the University of Miami. Individuals with disabilities must request academic accommodations through the Office of Disabilities Services. Accommodations are determined on a collaborative and case-by-case basis and are based on the documentation provided by the individual. ODS staff will work collaboratively with students to determine what academic adjustments and educational auxiliary aids are reasonable to ensure that students with disabilities are not subject to discrimination.

Information is available to prospective and enrolled students, their parents and/or sponsors. ODS staff can be reached at 305-284-2374 (Voice) or 305-284-1999 (Fax). Office hours are 8:30 am to 5:00 pm, Monday through Friday. Individuals may email the office staff ([disabilityservices@miami.edu](mailto:disabilityservices@miami.edu)) for quick responses to questions.

The following deadline dates apply for all requests for academic accommodations through the Office of Disabilities Services:

Fall Semester	June 1st
Spring Semester	December 1st
Summer Semester	6 weeks prior to first day of class

## Grievance Procedure

The University of Miami, through the Office of Disability Services, has adopted a grievance procedure providing for prompt resolution of complaints by persons who believe they have been subjected to discrimination based upon their disability.

- All complaints must be directed to the University of Miami, Office of Disability Services, P.O. Box 249003, Coral Gables, Florida. 33124 and addressed to the Director of the Camner Center for Academic Resources.
- All complaints must be in writing and must contain the name and address of the complainant. In the grievance, the student or individual must set forth specific facts in support of his/her complaint. All grievances must be signed by the student or individual.
- All grievances must be filed within 90 days of the alleged discriminatory event. If the complaint involves the denial of a student's request for auxiliary aids and services or other modifications, the grievance must be filed within ten (10) days after the student receives notification that their request for auxiliary aids and services or other modifications has been denied. All additional documentation regarding your appeal must be submitted at the time of the individual's appeal request.
- The grievance will be reviewed and adjudicated by the Director of the Camner Center for Academic Resources, or her designee (the "Director"). In no event, will the designee be the same individual who made the initial determination as to the request for auxiliary aids, services, or other modifications or accommodations.
- An investigation, if deemed appropriate by the Director, will be conducted by the Director following receipt of the grievance. The Director may review information and documentation contained in a student's file and/or any other information an individual may submit in support of his/her grievance.
- Within twenty (20) days of the receipt of the grievance, the grieving party will receive a written decision from the Director.
- The decision of the Director of the Camner Center for Academic Resources shall be considered the final decision on the matter.

Retaliation against a person who files a grievance, or opposes a policy he/she believes to be discriminatory is prohibited.

Persons may contact the Assistant Director of Disability Services, who is responsible for coordinating the University of Miami's 504 compliance efforts at (305) 284- 2374 (P.O. Box 249003, Coral Gables, Florida, 33124), with any questions or concerns.

Individuals, who believe that they were subjected to discrimination on the basis of disability by the University of Miami , are encouraged to use the grievance procedure to resolve their concerns. Individuals may file a complaint directly with the U.S. Department of Education, Office for Civil Rights, at 61 Forsyth St., Southwest, Suite 19T10 Atlanta, GA 30303. To file a complaint with the State of Florida, contact the Commission for Independent Education 325 W. Gaines Street, Suite 1414, Tallahassee, FL. 32399-0400.