

**DISABILITY SERVICES DEPARTMENT**

**SUPPORTING STUDENTS THROUGH DISABILITY  
SERVICES (SSDS)**

**COMPLAINT PROCEDURES**

1. ANY PROPERLY REGISTERED STUDENT WITH A DISABILITY, ALLEGING A VIOLATION OF THEIR RIGHTS AS IT PERTAINS TO SUPPORTING STUDENTS THROUGH DISABILITY SERVICES (SSDS) AT NSU (IN KEEPING WITH TITLE II OF THE AMERICANS WITH DISABILITY ACT (ADA) AND SECTION 504 OF THE REHABILITATION ACT OF 1973) SHALL FILE A WRITTEN COMPLAINT WITH THE ADA COORDINATOR OF NSU.
2. THIS WRITTEN COMPLAINT SHALL BE FILED WITHIN 45 DAYS OF THE ALLEGED VIOLATION, UNLESS THE TIME FOR FILING IS EXTENDED BY THE ADA COORDINATOR FOR GOOD CAUSE.
3. THE COMPLAINT MUST BE SIGNED BY THE COMPLAINANT OR HIS/HER DESIGNEE.
4. THIS WRITTEN COMPLAINT SHALL INCLUDE DETAILED AND CONCISE DESCRIPTION OF THE ALLEGED VIOLATION, RELEVANT DATES AND OTHER INFORMATION THAT WILL ASSIST IN THE INVESTIGATION OF THE COMPLAINT.
5. THE COMPLAINANT SHALL PROVIDE DOCUMENTATION WITH ALL REQUESTED INFORMATION ON BOTH HIMSELF AND THE ALLEGED VIOLATOR.
6. THE ADA COORDINATOR SHALL ISSUE A WRITTEN SANCTION REGARDING THE COMPLAINT. IF THE COMPLAINANT IS NOT SATISFIED WITH THE SANCTION OF THE ADA COORDINATOR, A WRITTEN APPEAL STATING WHY THE SANCTION IS UNACCEPTABLE TO THE COMPLAINANT MAY BE MADE TO THE VICE PRESIDENT FOR STUDENT AFFAIRS. THE SANCTIONING OF THE VICE PRESIDENT SHALL BE FINAL.