



## **POLICY & PROCEDURE DOCUMENT**

NUMBER: 6.1010  
DIVISION: Enrollment and Student Experience  
TITLE: **Student Grievance Procedure under Section 504 and Title II**  
DATE: April 15, 2013  
Revised: March 9, 2022  
Revised: February 6, 2026  
Authorized by: President's Cabinet

### **I. Purpose and Scope**

Western Kentucky University (WKU) has adopted an internal grievance procedure for prompt and equitable resolution of grievances of alleged conduct in violation of Section 504 of the Rehabilitation Act of 1973 (29 U.S.C., Section 701) and Title II of the ADA of 1990 (42 U.S.C., Section 12102 et. seq.).

Section 504 of the Rehabilitation Act of 1973 states in part, that "No otherwise qualified individual with a disability in the United States shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Title II of the Americans with Disabilities Act (ADA) of 1990 states in part, that "No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, program, or activities of a public entity, or be subject to discrimination by any such entity."

Under this policy and procedure, a student alleging noncompliance with terms of Section 504 and Title II of the ADA may lodge a grievance against a student, employee, or third party alleging discrimination, harassment, and/or a failure to accommodate on the basis of a disability, and seek a prompt and equitable resolution of the grievance.

### **II. Notice to Students**

Prior to the beginning of each academic year, the Section 504 Coordinator will send an email to all WKU student email accounts (with policy #6.1010 attached) that notifies students of the grievance procedures under Section 504 and Title II. In addition, the Section 504 Coordinator will provide notice of the grievance procedure outlined in this Policy through multiple methods, which may include email, website publication, and physical or digital postings in campus facilities.

Western Kentucky University has designated Dr. Peggy Crowe, Director of the Student

Accessibility Resource Center (SARC), to serve as the University's Section 504 Coordinator.  
Dr. Peggy Crowe  
Downing Student Union, Room 1074  
[peggy.crowe@wku.edu](mailto:peggy.crowe@wku.edu)  
(270)745-5004

### **III. Policy and Procedure for Filing a Grievance**

Individuals with disabilities who have been denied an accommodation after complying with the process provided in [WKU Student Disability Accommodations/ Section 504 and ADA Compliance Policy \(#6.1020\)](#), can file a grievance with the ADA Coordinator using this link: [ADA Student Grievance Procedure](#) or locate the form via SARC's website at [www.wku.edu/sarc](http://www.wku.edu/sarc). The ADA Coordinator will review whether the accommodation decision was sound and reasonable

Western Kentucky University has designated Chantel Gillenwater, Institutional Equity Specialist as ADA Coordinator.

Chantel Gillenwater  
Wetherby Administration Building, Suite 317  
[chantel.gillenwater@wku.edu](mailto:chantel.gillenwater@wku.edu)  
(270) 745-5462

The grievance should contain the name and contact information of the person filing the grievance, a summary of the alleged action/violation of Section 504 and Title II, and the proposed remedy or relief sought.

The ADA Coordinator will conduct an investigation of the allegations contained within the grievance. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to present witnesses and submit other evidence relevant to the grievance. The ADA Coordinator will maintain documentation submitted in support of the grievance.

At the conclusion of the investigation, the ADA Coordinator will issue a written decision, in an accessible format, to the involved parties along with the basis for the decision; if appropriate, the Section 504 Coordinator will provide a description of remedies afforded to the aggrieved party.

A copy of the grievance and notice of outcome will be provided to WKU's Executive Director of Institutional Equity, Vice President of Student Experience and Dean of Students, Director of Student Accessibility Resource Center, and other WKU employees, as necessary.

Individuals accused of violating this or other WKU policies may be referred to the Office of Student Conduct or Human Resources, when appropriate.

The University will take steps to prevent recurrence of any prohibited actions, and correct discriminatory, harassing, and/or retaliatory effects on any party involved in this grievance process, including witnesses.

### **IV. Timeframe Governing the Grievance Process**

As may be appropriate, every effort will be made to begin an investigation within twenty-four (24) hours of receiving the grievance.

The length of time necessary to complete an investigation will depend on the nature of the

allegations, the amount of evidence presented in support or defense of the grievance, and other factors; however, a written decision by the ADA Coordinator will be distributed to individuals involved in the grievance within forty-five (45) business days after its filing.

The University specifically reserves the right to modify and/or amend any or all of the procedure(s) outlined herein at any time as circumstances may require. As may be applicable, the affected parties will be notified in the event circumstances arise which warrant procedural amendments.

## **V. Finality of Appeal Findings/Right to File a Discrimination Complaint**

After receipt of the written decision, any party to the grievance cannot appeal the decision of the ADA Coordinator as it is final.

Individuals with disabilities who have experienced discrimination or harassment by students, employees, or third parties, based on their disability or who feel their ADA rights have been violated, may file a complaint with the Office of Institutional Equity Investigator by submitting the [Discrimination, Harassment, and Retaliation Reporting Form](#) also located on the Office of Institutional Equity website at [www.wku.edu/institutionalequity](http://www.wku.edu/institutionalequity).

## **VI. External Agencies**

Inquiries about allegations of discrimination and/or harassment for individuals with disabilities may also be made directly to the following:

**Office for Civil Rights, U.S. Department of Education**, The Wanamaker Building, Suite 515, 100 Penn Square East, Philadelphia, PA 19107, [\(215\) 656-8548](tel:2156568548);

**Kentucky Commission on Human Rights**, 832 Capital Plaza, 500 Mero Street, Frankfort, KY 60601, [\(502\) 564-3550](tel:5025643550);

**Equal Employment Opportunity Commission**, 600 Martin Luther King, Jr. Place, Suite 268, Louisville, Kentucky 40202, [1-800-669-4000](tel:18006694000); TTY [\(800\) 669-6820](tel:8006696820).

## **VII. Alternate Format**

To request a copy of this in an alternate format, please contact SARC through the following:

- Email: [sarc.connect@wku.edu](mailto:sarc.connect@wku.edu)
- Phone: (270) 745-5004
- TDD: (270) 745-3030
- Fax: (270) 745-6289

### *Note:*

February 11, 2026: Updated to reflect change of grievance filings from Section 504 Coordinator to ADA Coordinator.

November 8, 2021: Updated to show WKU's 504 Coordinator. Email address for the ADA Coordinator changed.

March 9, 2022: Updated to extend calendar days, inserted wording on page 2 regarding warranted modifications of this policy when required and removed duplicate SARC email address.

September 19, 2024: Updated to reflect new ADA Coordinator. Also, updated to reflect new title Vice President of Student Experience and Dean of Students.