

**Division of Student Affairs**  
Office of Student Accessibility Services  
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**Marie Ferro-Lusk**  
**Rush University**  
*Director, Office of Student  
Accessibility Services*

## **Grievance Procedures**

Consistent with the spirit of the Americans with Disabilities Act (ADA), Rush University determines disability accommodations through a deliberative and interactive process involving the appropriate members of the university community, and, of course, the individuals with disabilities themselves.

We recognize that disagreements may occur about the appropriateness of accommodations. We also acknowledge that even with the best efforts a problem may occur. To this end, we recommend a range of options to resolve concerns about accommodation and eligibility decisions, services received, treatment by university staff and faculty, and university policies related to students with disabilities.

Issues often occur as a result of misunderstandings, miscommunication, or lack of education around disability. In these instances, clarification and effective communication can lead to a quick and effective solution. If a problem arises regarding the delivery of your accommodations, determination about accommodations, or other issues of access, we encourage you to reach out to the director of student accessibility services immediately.

Rush University will attempt to serve our students' needs and concerns through internal resolution as a first step. Of course, students have multiple options available for grieving their concerns. Throughout any of these procedures, students can expect to be treated with respect, receive a timely response, not experience any form of retaliation, and have their concerns dealt with in a confidential manner to the greatest extent possible. The university encourages students to bring up any concerns early, give clear and detailed information, and alert the director of student disability services in writing.

Thank you,  
*Marie Lusk*  
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### **Internal Grievance Process**

Within 14 business days following receipt of the denial of an accommodation request, the student may meet with the director of student accessibility services to determine if an alternative resolution is reasonable and acceptable. The director of student accessibility services will inform the student within seven business days of its reconsideration of the student's request. If the reconsideration is denied, the student may appeal the decision to the Provost or designee of Rush University.

The student's appeal must be submitted in writing, and must be received within fourteen business days of the formal notification of the decision. The Provost or designee, will make a final decision on any appeal in writing, which shall be rendered within 30 business days of receipt of the student appeal.

### **Other Issues of Access:**

A student with a disability may file a grievance concerning any issue related to disability or access. These include but are not limited to issues relating to accessibility of university facilities, programs, or services.

### **To grieve any issue:**

- Students should summarize their grievance in writing and submit to the director of student accessibility services. They may submit any further documentation they believe is germane to the grievance.
- The director of student accessibility services will review the grievance within 14 days and provide the student with a written summary of their findings and plan to ensure accessibility.
- In cases where the director of student accessibility services determines that no issues of access exist, or when the director denies the requested accommodation or remedy, the Provost or designee will automatically review the decision.
- The Provost or designee will render a final decision within 30 days of the recommendation to the director of student accessibility services.

### **Issues of Perceived Discrimination:**

An individual who believes he/she has been discriminated against on the basis of disability, or who feels that the university is out of compliance with their obligations to people with disabilities under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, As Amended (ADA AA), is encouraged to work with Rush to resolve his/her concerns informally.

In the event that such difficulties cannot be resolved informally, students can avail themselves of Rush's formal grievance processes through the Affirmative Action EEO & ADA Compliance office. Please visit this site to learn more: <https://www.rushu.rush.edu/ada-compliance>

**External Grievance:** Students are welcome to seek resolution through the Office of Civil Rights:  
Celeste Davis, Office for Civil Rights

U.S. Department of Health and Human Services

233 N. Michigan Ave., Suite 240

Chicago, IL 60601

**Customer Response Center:** (800) 368-1019 **Fax:** (202) 619-3818 **TDD:** (800) 537-7697

Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)