



**NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT  
NORTH ORANGE CONTINUING EDUCATION  
DISABILITY SUPPORT SERVICES**

**APPEALS/COMPLAINTS PROCEDURES**

North Orange Continuing Education (NOCE) strives to treat all students equitably and fairly. In regard to accommodating students with disabilities, NOCE complies with all state and federal laws and regulations including Title 5 of the California Education Code, Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans With Disabilities Act of 1990. Any student who believes that there has been a violation of the regulations is encouraged to discuss the matter with the Disability Support Services (DSS) Director.

**RIGHTS OF STUDENTS**

All students with disabilities who are 18 years of age or older are considered to be adults under federal law and DSS regulations. As adults they are expected to make their own decisions about attending NOCE and selecting classes. Information about disabled students will not be released to parents or family members unless such family members are legal conservators or students give DSS staff written permission to release information to them.

**ACCOMMODATIONS**

NOCE strives to accommodate the special needs of all qualified students with disabilities. "Qualified" students include those students with verified disabilities and demonstrated need for accommodations. The list of qualifying disabilities includes, but is not limited to, learning disabilities, acquired brain injuries, developmental delays, visual impairments, deafness and hearing impairments, psychological disabilities, mobility impairments and other health impairments.

Qualified students with disabilities should contact the DSS Office to request services. Among the most commonly provided accommodations are sign language interpreters, notetakers, tutors, materials in alternative formats (e.g., large print, braille, closed captioned, etc.), adaptive computers and other assistive technology.

Personal assistance services are not provided in postsecondary educational settings, i.e., beyond high school. Students needing assistance with activities of daily living, e.g., toileting, feeding, ambulating, etc., must provide their own personal care attendants.

Students with cognitive impairments may be eligible to receive learning disability testing through DSS. The results of such testing will be used to determine the appropriate placement for students and accommodations.

## **APPEALS/COMPLAINTS PROCEDURES**

Although DSS prides itself on providing appropriate accommodations in a timely manner, there are rare instances in which students feel that they have been treated unfairly. In cases in which students have complaints about services or accommodations they should contact the DSS Office to schedule a meeting with the Program Manager. If preferred, students may submit a letter of complaint or complete a complaint form that is available in the DSS Office. The Program Manager will investigate the complaint and make every effort to issue a written response within three weeks of the initial contact with the student.

If students are dissatisfied with the Program Manager's decision they may appeal in writing\* within three weeks to the DSS Director. The Director will also investigate the complaint and endeavor to issue a written decision within three weeks of receipt of the appeal.

Students who are dissatisfied with the Director's decision may file a written appeal within three weeks to the Dean at the appropriate site. The Dean will strive to issue a decision within three weeks of receipt of an appeal. Any further appeals must be submitted to the Provost, NOCE.

Timelines shown for submitting and ruling on complaints and appeals may be extended at the discretion of the DSS Director or the Administrator investigating the complaint. In situations in which the Administrator is unavailable to review a complaint (e.g., he/she is ill, on vacation or away on business), an alternate administrator will be designated to carry out the procedures.

Questions about the Appeals/Complaints Policy and Procedures should be directed to the DSS Director or Program Manager.

\* Students who have difficulty with writing or reading may request accommodations from the DSS Office to assist in filing a complaint or appeal. All appeals must be in writing and signed by the student.