

GRIEVANCE PROCEDURES

Denial of Eligibility or Accommodation

If the student's eligibility for services and/or request for academic accommodations is denied, Student Services will provide to the student written notification of denial, including the basis for denial as well as information on the appeal process. Student appeals related to eligibility for services or the request for academic accommodations shall be directed to Dr. Byron Klaus, President, 1435 N. Glenstone Ave, Springfield, MO, 65802, (417) 286-1000. The student must be able to establish that he or she appropriately requested, in a timely manner, the desired accommodation.

Accommodation-Related Grievance

Difficulties with accommodations may simply be due to misunderstandings or miscommunication between parties. If a student has difficulty with a faculty member in obtaining the approved accommodations, he or she should first try to clarify his or her needs during an individual appointment with the professor. If the student is not comfortable with this approach or the difficulty is still not resolved, he or she should contact Student Services immediately.

The student should provide the Accommodation Liaison a dated description of the grievance in writing. The Liaison will respond to the student in writing within 7 days of receipt of the written grievance. The description of the grievance must include:

- The date(s) of the offense
- A statement defining the grievance
- A list of possible witnesses of the aggrieved action
- The date the grievance was submitted to the Accommodation Liaison

If the student is not satisfied with this immediate resolution, the student may request an appointment with and meet with the Dr. Jay Taylor, Director of Student Services. The Director of Student Services will conduct an investigation and respond to the student in writing within 14 days to resolve the grievance.

If the student is not satisfied with the Director's resolution, he or she may appeal this decision to Dr. Bryon Klaus, President. A written request for a meeting along with the grievance(s) being appealed should be directed to his office at: Assemblies of God Theological Seminary, 1435 N. Glenstone Ave, Springfield, MO, 65802. The President's decision is final and will be rendered in writing within 7 days after receipt of the grievance.