

Student Services Manual (SSM)

SSM 701–09: Grievance Policy

Effective: 1/1/1983

Revised: 2/14/2025

Purpose

To provide recourse for students registered with Student Accessibility and Inclusive Learning Services who have disability related complaints

Sources

Student Accessibility and Inclusive Learning Services

Office of University Rights and Responsibilities

Policy

Students who have a grievance related to the provision of accommodations and/or services provided through Student Accessibility and Inclusive Learning Services should submit their grievance to the Grievance Committee by calling 480-965-1234, emailing DRC@asu.edu or by completing the following online form <https://eoss-forms.asu.edu/form/submitting-grievance>

Students who believe they have been discriminated against on the basis of disability and are unable to find resolution through Student Accessibility and Inclusive Learning Services may contact the ASU's Office of University Rights and Responsibilities at 480-965-5057 or URR@asu.edu.

See the [Student Accessibility and Inclusive Learning Services](#) web sites for additional information.

Cross-References

For more information, see:

1. [SSM 701–01](#), "Student Accessibility and Inclusive Learning Services—General Policy"
 2. [SSM 701–02](#), "Eligibility for Accommodations—Required Disability Documentation"
- and
3. [SSM 701–03](#), "Accommodations for Students with Disabilities."