

**UC DAVIS STUDENT DISABILITY CENTER**  
**Procedure Manual**

**Purpose**

To establish a process for promptly resolving student appeals related to Student Disability Center (SDC) administrative decisions involving requests for accommodations.

**SDC Appeal Procedure**

- A. Any student who is not satisfied by the services provided by an SDC staff member may seek the assistance of the SDC Director (or designee). The SDC director will work with the student and the staff member to resolve the issue. If an informal resolution is not achieved, the student may pursue the formal appeal process outlined below:
1. Any student who has requested an accommodation through SDC may request a formal appeal to the SDC Director if the student disagrees with an SDC decision related to the request for accommodation or if the student is not satisfied with the informal resolution. If the SDC Director made the decision, the student may request a formal review from the Executive Director of Health and Wellness.
  2. Requests for a formal appeal of an SDC decision should be submitted in writing. The use of this form [include hyperlink or appendix] is encouraged but not required. The request for formal appeal should include a copy of the decision letter, an explanation of the reason for the appeal and a description of the desired outcome. The student may request a meeting with the Director (or Executive Director of Health and Wellness) to discuss the formal appeal.
  3. The SDC Director (or Executive Director of Health and Wellness) will review the formal appeal based on the following grounds:
    - a. The decision reflects a failure to follow University policy;
    - b. There is new information not taken into account by the decision maker; and or,
    - c. The decision reflects an abuse of discretion by the decision maker;
  4. The SDC Director (or Executive Director) provides a response in writing once the formal appeal is received, generally within 10 business days.
- B. If the student is not satisfied with the response to the SDC appeals process, or if the student elects not to use the SDC Appeals Procedure, the student may file a grievance directly with:
1. UC Davis Policy and Procedure Manual ([PPM](#)) [280-05 Student Complaints of Prohibited Discrimination, Harassment, or Arbitrary Treatment](#), or
  2. The US Department of Education Office for Civil Rights (OCR). The location and contact information of OCR are:

San Francisco Office  
Office for Civil Rights  
U.S. Department of Education  
50 Beale Street, Suite 7200  
San Francisco, CA 94105-1813

Telephone: 415-486-5555  
FAX: 415-486-5570; TDD: 800-877-8339  
Email: [ocr.sanfrancisco@ed.gov](mailto:ocr.sanfrancisco@ed.gov)