

Title:	Disability Grievance Policy
Policy Owner:	Office of Academic Support and Disability Services
Contact Information:	OASDS@juilliard.edu
Applies to:	All Tianjin Juilliard Graduate students
Effective Date:	September 17, 2020

The Tianjin Juilliard School (“Tianjin Juilliard” or the “School”) adheres to The Juilliard School’s (“Juilliard”) Disability Grievance Procedure. Tianjin Juilliard students who have a disability have the right to initiate a grievance procedure if the student feels that Tianjin Juilliard or Juilliard, or a Tianjin Juilliard or Juilliard administrator or faculty member, is not complying with Tianjin Juilliard’s and Juilliard’s joint policies for students with disabilities or is not following the applicable laws on disability. This policy is designed to provide students with a process for seeking review of the following: (i) an accommodation determination; (ii) a lack of adherence to Tianjin Juilliard’s and Juilliard’s joint policies for students with disabilities; and (iii) the manner in which an accommodation granted to a student is complied with by those responsible for providing the accommodation. The process may also be utilized in the event a student believes that the student has been treated in a discriminatory or biased manner due to a disability or the perception of a disability. A student should raise any concern as promptly as possible to OASDS so that it can be addressed and resolved quickly. In general, a concern should be raised during the semester in which it arises or within 90 days of the occurrence of the issue being grieved.

First Step: Informal Report

A student who believes that Tianjin Juilliard is not following the policies for students with disabilities or accommodating a student appropriately, or that there has otherwise been discriminatory treatment, should promptly contact OASDS, to seek a resolution of the issue. A student should provide as many details as possible to assist in understanding the problem and achieving a resolution. If no reasonable informal solution is achieved, the student can file a formal grievance with the OASDS.

Second Step: Formal Grievance

A student who wishes to file a formal grievance may do so in writing within ten (10) calendar days of determining that informal resolution has not resolved the problem. The grievance should include all relevant details and any pertinent documents or materials and should be submitted to the director of OASDS. Depending on the nature of the grievance and relevant circumstances, Juilliard will designate a Juilliard School official or a panel of Juilliard and Tianjin Juilliard administrators and/or faculty to review and determine the grievance. The purpose of the review is to determine whether or not there is substantial evidence to support the grievance and, if so, what resolution would correct the situation. Information and

documentation relevant to the matter may be requested from the involved parties. The student filing the grievance will have an opportunity to be heard in person if requested, and to submit any relevant information or identify witnesses and/or others with relevant information. The school official or panel reviewing the grievance will make a recommendation to Tianjin Juilliard of the determination and resolution before the formal grievance determination is released. Tianjin Juilliard may accept, modify, or reverse the recommendation or send it back for further review. The determination and a brief summary of the basis for the determination should be provided to the student at the conclusion of the review process. Under most circumstances, the process should be completed within thirty (30) days.

Final Step: Appeal

A student may appeal a grievance determination to the Juilliard Provost and Dean at officeoftheprovost@juilliard.edu by submitting a written statement outlining the reasons for the appeal within ten (10) calendar days of receiving the grievance determination. An appeal is permitted when there is new evidence previously unavailable to be considered or when there is a material procedural error in processing the grievance. The Provost and Dean may designate a school official or a committee to handle the appeal. All decisions on appeal are final.

Rights of Students

A student who makes use of the grievance procedure shall not be subject to retaliation for initiating the procedure. A student may choose a member of the Tianjin Juilliard community or a family member to accompany the student throughout the grievance procedure. In the event a student feels that a grievance procedure has to be initiated with an office other than the OASDS due to a potential conflict, the student should feel free to initiate the grievance with the Juilliard Provost and Dean at officeoftheprovost@juilliard.edu.

Complaints Involving Other Students

If a student believes that the student is a victim of discrimination or harassment by another student because of a disability or because the student is perceived as having a disability, the student may initiate a grievance procedure in accordance with the stipulations in the Tianjin Juilliard Code of Conduct which address complaints of discrimination between students. For guidance on disability discrimination by other students, the student may confer with OASDS staff or the Dean of Academic and Student Affairs. Students can refer to the [Code of Conduct System](#) section in the Student Handbook for additional information.