

Title: 文件名：	Disability Grievance Procedure 残疾服务申诉程序
Policy Owner: 文件所有者：	Office of Academic Support and Disability Services 学术支持及残疾服务办公室
Contact Information: 联系方式:	oasds@tianjinjuilliard.edu.cn oasds@tianjinjuilliard.edu.cn
Applies to: 适用于：	All Tianjin Juilliard Graduate Students 天津茱莉亚全体研究生
Effective Date: 有效日期：	September 17, 2020 2020年9月17日

Students who have a disability have the right to initiate a grievance if the student feels that Tianjin Juilliard, or a Tianjin Juilliard administrator or faculty member, is not complying with Tianjin Juilliard's policies for students with disabilities or is not following the applicable laws on disability. This policy and procedure 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 policies for students with disabilities and/or the law; 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 he or she 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 it arises or within 90 days of the occurrence of the issue being grieved.

如果残疾学生认为天津茱莉亚学院或天津茱莉亚学院管理人员或教职员工未遵守天津茱莉亚学院针对残疾学生的政策或未遵守适用的残疾法律，则他们有权提出申诉。本政策和程序是为学生提供重审以下情况的程序：(i) 合理调节的决定；(ii) 未遵守天津茱莉亚学院针对残疾学生的政策和/或法律；(iii) 负责提供调节的人员遵守给已得到批准的学生提供帮助的方式。如果学生认为他或她因残疾或对残疾的感知而受到歧视或偏见对待，也可以使用此流程。学生应尽快向 OASDS 提出任何问题，以便迅速处理和解决。一般而言，问题应在问题出现的学期内或问题发生后 90 天内提出。

First Step: Informal Report 第一步：非正式报告

A student who believes that Tianjin Juilliard is not following its policies for students with disabilities, is not accommodating a student appropriately, or that there has been discriminatory treatment, should promptly meet with a staff person at OASDS to seek a

resolution of the issue. A student should provide as many details and specifics 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.

学生认为天津茱莉亚学院没有遵循其有关残疾学生的政策，学院没有适当地为学生作出调节服务，或存在歧视性待遇，应立即与 OASDS 的工作人员会面，寻求解决问题的办法。学生应提供尽可能多的细节和具体信息，以帮助了解问题并找到解决办法。如果无法达成合理的非正式解决方案，学生可以提出正式申诉。

Second Step: Formal Grievance

第二步：正式申诉

A student who wishes to file a formal grievance may do so in writing within ten calendar days of determining that the informal resolution step has not resolved the problem. The grievance should include all relevant details and any pertinent documents or materials and should be submitted to OASDS. Depending on the nature of the grievance and relevant circumstances, Tianjin Juilliard will designate a school official or a panel of school 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 there is, what resolution would correct the situation. Information and documentation relevant to the matter may be requested from the involved parties, and the student filing the grievance will have an opportunity to be heard in person if that is requested and will have an opportunity to submit any relevant information or identify witnesses or others with relevant information for the review. The school official or panel reviewing the matter will make a recommendation to the school 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. Generally, the process should not take more than a month to determine.

学生在确定非正式解决步骤未解决问题后，可以提出正式申诉。申诉应包括所有相关细节和任何相关文件或材料，并应提交给 OASDS 负责人。根据申诉的性质和相关情况，天津茱莉亚学院将指定一名学校官员或一个由学校管理人员和/或教职员工组成的小组来审查和裁定申诉。审查的目的是确定是否有充分的证据支持申诉，如果有，哪种解决方案可以纠正这种情况。可以要求有关各方提供与此事相关的信息和文件，提出申诉的学生将有机会亲自出面，并有机会提交任何相关信息或确定证人或其他拥有相关信息的人以供审查。学校官员或审查此事的小组将在正式申诉裁定发布之前向学校提出裁定和解决方案的建议。天津茱莉亚学院可以接受、修改或撤销建议，或将其发回进一步审查。裁定以及裁定依据的简要摘要，应该在结案时将结论通知学生。一般来说，这过程应该在一个月內作出决断。

Final Step: Appeal 最终一步：上诉

A student may appeal a grievance to the Dean after a formal review is conducted. Such appeal shall be in writing and presented to the Dean within ten calendar days of the determination of the formal grievance. An appeal is permitted where there is evidence that is new and was not available previously to be considered, or where there was a material procedural error in how the grievance was processed. The appeal should state the reasons supporting the appeal. The Dean may designate a school official or a committee to handle the appeal. A decision on appeal is final.

正式审查结束后，学生可以向学术院长提出上诉。书面上诉应在正式申诉决定后的十日内提交。如果有新证据且之前没有被考虑，或者申诉处理过程中存在重大程序错误，则允许上诉。上诉应说明支持上诉的理由。学术院长可以指定学校官员或委员会来处理上诉。上诉决定是最终决定。

Rights of Students 学生的权利

A student who makes use of the grievance procedure shall not be retaliated against for doing so. A student may choose a member of the Tianjin Juilliard community or a family member to accompany him/her through the steps of the procedure.

使用上诉程序的学生不会遭到报复。学生可以选择天津茱莉亚学院的一名成员或家庭成员陪同他/她完成整个流程。

In the event a student feels that a grievance request has to be initiated other than with OASDS due to a potential conflict, the student should feel free to initiate the grievance with the Bias-SMP Officer.

如果学生认为由于潜在的冲突需要通过 OASDS 以外的方式提出申诉请求，学生可以向预防偏见及性行为不端的官员申诉。

Complaints Involving Other Students 涉及其他学生的投诉

If a student believes that he/she 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 under the general Tianjin Juilliard Code of Conduct that handles complaints of discrimination between students. For guidance on disability discrimination by other students, the student may confer with OASDS staff or the Associate Dean of Student Development. Students can consult the section of the Student Handbook that describes the Code of Conduct.

如果学生认为他/她因残疾或被认为有残疾而受到歧视或者骚扰，学生可以根据处理学生之间歧视投诉的《天津茱莉亚学生行为准则》启动申诉程序。了解学生因残疾受到其他学

生歧视，学生可求助 OASDS 职员或者学生发展副院长。学生也可参阅学生手册中有关行为准则的描述。