



Disability Support Services (DSS) Complaints/Grievance Procedures

1. Please contact Disability Support Services immediately if you encounter problems with your accommodations being met, interactions with instructors, accessibility or any other issue impacting your learning situation or environment. DSS will address the problem immediately and work toward a resolution. Use the contact information located on the right-hand side of the [DSS web page](#).
2. If we are unable to reach a solution, the college [Student Grievance Procedure](#) can be used. This form can also be accessed on the [Report a Concern or Incident web page](#).
3. If the problem is not resolved by DSS or by the Student Complaint/Grievance Procedure, you may contact JoAnne Wilkinson, HR Executive Director and Americans with Disabilities ACT (ADA) Compliance Officer for FRCC and at (303) 678-3707 or JoAnne.Wilkinson@frontrange.edu
4. If your concern is not resolved internally by FRCC, you have the right to file a complaint with the United States Department of Education, Office of Civil Rights at 1-800-421-3481 or <https://www2.ed.gov/about/offices/list/ocr/complaintform.pdf>.