APPENDIX Q
RESOURCES FOR INFORMAL RESOLUTION OF COMPLAINTS OR GRIEVANCES
(Updated August 15, 2018)

For consultations regarding unresolved requests for student disability accommodations and access issues, referral to internal and external disability-related grievance and complaint processes and informal resolutions:

ADA Compliance Officer, Ashish Sahni, 459-4380 (voice), 459- 2098 (fax), ashish@ucsc.edu

For consultation and informal resolution of student disability-related grievances:

Associate Dean of Students and Chief of Staff, Brian Arao, 459-3793 (voice), barao@ucsc.edu

For consultations and informal resolution of student employment-related disability discrimination issues and complaints:

Assistant Director for EEO, Office for Diversity, Equity, and Inclusion, Ciel Benedetto, 459-3676 (voice), 459-2670 (fax), cbene@ucsc.edu

Career Center Director, Barbara Silverthorne, 459-4590 (voice), bsilver@ucsc.edu

- UCSC Disability Access Coordinators

For student classroom, educational and program disability accommodations and access-related consultations and informal resolutions:

Disability Resource Center Director/ADA Program Access Coordinator, Rick Gubash, 459-2089 (voice), 459-5064 (fax), rgubash@ucsc.edu

For student disability-related computer access and IT-related reasonable accommodations and concerns:

Director of Learning Technologies/ADA IT Accessibility Coordinator, Jim Phillips, 459-2410 (voice), jphilli1@ucsc.edu

For facility disability-access matters and concerns:

ADA Facilities Access Coordinator, Felix Ang, 459-3085, felix@ucsc.edu
For student employment-related reasonable accommodations:

Disability Management Coordinator, Kelly Roberts, 459-4602 (voice), 459-3683 (fax),
roberts@ucsc.edu

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For confidential conflict resolution assistance and directory of campus problem and complaint resolution resources:

Director of Conflict Resolution Services, Nancy Heischman, 459-2290 (voice), nheischm@ucsc.edu
https://ombuds.ucsc.edu/