

**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](mailto: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](mailto: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](mailto:cbene@ucsc.edu)**

**Career Center Director, Barbara Silverthorne, 459-4590 (voice), [bsilver@ucsc.edu](mailto:bsilver@ucsc.edu)**

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**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](mailto: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), [jphill1@ucsc.edu](mailto:jphill1@ucsc.edu)**

**For facility disability-access matters and concerns:**

**ADA Facilities Access Coordinator, Felix Ang, 459-3085, [felix@ucsc.edu](mailto: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/>**