

## **Appeal Procedure for Students with Disabilities**

Pacific Lutheran University (PLU) has adopted an internal appeal procedure providing for a timely consideration of complaints concerning accommodations provided by PLU in compliance with the Americans with Disabilities Act (ADA). The purpose of the procedure is to protect the rights of students and to meet appropriate due process standards in an effort to provide a prompt and equitable resolution of any complaint.

A student who experiences difficulties related to the disability or in receiving accommodations must immediately contact the Director of Disability Support Services for early resolution of the problem. If the student believes that the DSS director has been unsuccessful in resolving issues, the student's first step is to inform the director that the resolution is unsatisfactory. Additional efforts will be made to find a mutually satisfactory resolution. If the student remains dissatisfied, the student may file an appeal and request a review by PLU's ADA Compliance Officer.

### **Procedure**

1. Complaints should be addressed to the Director of the Counseling Center (University Center, Suite 300) who is PLU's designated ADA Compliance Officer.
2. A complaint should be filed within 15 days after the student becomes aware of the alleged violation.
3. A complaint should be filed in writing (or on audio tape) and must include the name, address, telephone number of the student filing, and a brief description of the alleged violation.
4. The PLU Compliance Officer will meet with the complainant to discuss the complaint within ten business days of receiving the complaint.
5. A preliminary review of the complaint will be made by the ADA Compliance Office. A more thorough investigation may be conducted by the Compliance Officer should the complaint warrant. As part of the investigation, the student will be allowed the opportunity to submit additional information or evidence relevant to the complaint.
6. A written determination regarding the review of the complaint and a description of the outcome of the investigation will be issued by the PLU ADA Compliance Officer with a copy forwarded to the student no later than 10 working days after the investigation has been completed.
7. The PLU ADA Compliance Officer will maintain files and records of all complaints, investigation, resolutions, and correspondence.
8. If the student finds the resolution of the Compliance Office to be unsatisfactory, the student may request a review by the Vice President for Student Life & Dean of Students. The student must provide a written or taped statement including as much detail as is necessary to document the unresolved concerns with the findings of the ADA Compliance Officer. The request for review should be made within 10 business days of the date of the determination by the ADA Compliance Officer. The review will be made by the Vice President for Student Life & Dean of Students and the student will be provided with a written determination within 15 business days. The determination of the Vice President for Student Life & Dean of Students will be final.

If the student is not satisfied with the findings of the Vice President for Student Life & Dean of Students, the student may then contact the Office of Civil Rights, 915 2<sup>nd</sup> Ave., Ste. 3310, Seattle, WA 98174, Phone: 206-607-1600.