

Office of Accessibility and Accommodation Resources

Reasonable Accommodation Appeals

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 experiencing difficulties related to their disability or in receiving accommodations must immediately contact the Assistant Dean of Students for early resolution of the problem. If the student believes that the Assistant Dean of Students has been unsuccessful in resolving issues, the student's first step is to inform the Assistant Dean of Students 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 the Associate Provost - Advising, Equity, & Student Experience using the following procedure.

Appeal Procedure Steps

1. Complaints should be addressed to the Associate Provost - Advising, Equity, & Student Experience (Hauge Administration Building, Room 125).
2. The Associate Provost - Advising, Equity, & Student Experience or their designee will meet with the complainant to discuss the complaint within 10 business days of receiving the complaint.
3. A more thorough investigation may be conducted by the Associate Provost - Advising, Equity, & Student Experience or their designee 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.
4. A written determination regarding the review of the complaint and a description of the outcome of the investigation will be issued by the Associate Provost - Advising, Equity, & Student Experience with a copy forwarded to the student no later than 10 business days after the investigation has been completed.
5. The Associate Provost - Advising, Equity, & Student Experience will maintain files and records of all complaints, investigation, resolutions, and correspondence. The determination of the Associate Provost - Advising, Equity, & Student Experience will be

final.

External Recourse

If the student is not satisfied with the findings of the Associate Provost - Advising, Equity, & Student Experience, the student may then contact the:

Office of Civil Rights
915 2nd Ave., Ste. 3310
Seattle, WA 98174
Phone: 206-607-1600