



PACIFIC
LUTHERAN
UNIVERSITY

Disability Support Services

Reasonable Accommodation Appeals and Grievances

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 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 via the following procedure.

1. Complaints should be addressed to the Vice President for Student Life & Dean of Students (Hauge Administration Building, Room 105) who is PLU's designated ADA Compliance Officer.
2. A complaint should be filed in writing (or on audio tape) within 15 days after the student becomes aware of the alleged violation and must include the name, address, telephone number of the student filing, and a brief description of the alleged violation.
3. The PLU Compliance Officer will meet with the complainant to discuss the complaint within 10 business days of receiving the complaint.
4. 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.

5. 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 15 business days after the investigation has been completed.
6. The PLU ADA Compliance Officer will maintain files and records of all complaints, investigation, resolutions, and correspondence. The determination of the Compliance Officer/Vice President for Student Life & Dean of Students will be final.

If the student is not satisfied with the findings of the Compliance Officer/Vice President for Student Life & Dean of Students, the student may then contact the

Office of Civil Rights
915 2nd Ave., Ste. 3310
Seattle, WA 98174
Phone: 206-607-1600
<https://ocrcas.ed.gov/index.cfm>