

Personalized Learning Center Complaint Resolution Process

This process was established to comply with the Americans with Disabilities Act (“ADA”) and Section 504 mandate to “provide for prompt and equitable resolution of complaints alleging any action that would be prohibited.”

The following process may be used by students with disabilities to resolve complaints about these matters: Denial of disability-related accommodations, decisions regarding eligibility for disability-related accommodations, determinations of specific appropriate disability-related accommodations, provision of accommodations and auxiliary services, provision of communication services, and administrative decisions of the Personalized Learning Center (PLC).

Students may address concerns about disability-related accommodation decisions affecting them in two ways. The first is to pursue an informal resolution through an accommodation appeal process. The second is to pursue a formal complaint (explained further below) through the university disability grievance process. The appeal process must be completed in its entirety before an individual may move to the formal grievance process.

If a student needs an accommodation to engage in either the appeal or grievance process, they should contact plc@marian.edu

I. Informal Resolution: Accommodation Appeal Process

If new information (information not already shared and on file with the PLC) is provided by the individual at any point throughout the appeal process, the interactive process of seeking an accommodation will restart, the appeal will end, and the individual will be connected with the appropriate representative at the PLC.

Step 1.

An individual should begin by consulting with the representative from the PLC who denied the

