

## **WILLAMETTE UNIVERSITY ACCESSIBLE EDUCATION SERVICES**

### Procedures for Review of an Accessible Education Services Decision

Students may request review of situations where they believe accommodation decisions will not adequately address the student's condition.

1. If a student feels an accommodation decision by the Director of Accessible Education Services will not adequately address the student's disability, the student is encouraged to first attempt to resolve the concern cooperatively with the Director of Accessible Education Services within 10 business days of receiving the written decisions.
  
2. If the student and the Director cannot resolve the student's concerns, then the student should contact Dan Valles, Vice President for Finance and Treasurer, located in the University Services Building (within 10 business days of the final decision of the Director of Accessible Education Services), who shall receive the appeal as the Accessible Education Appeals Officer for Willamette University. After reviewing the issue in dispute, the Appeals Officer may take steps as necessary to acquire additional information prior to making the determination about what accommodation(s) will be offered to the student. Accommodation decisions made by the Appeals Officer are final.

The University will not tolerate any retaliatory treatment or adverse consequences as a result of a student acting in good faith to report a complaint or participating in an investigation.

Reports of retaliation will be promptly, thoroughly and impartially investigated. Consistent with the University's need to conduct an adequate investigation where a reasonable person would consider an action to be in violation of policy, prompt corrective action to rectify any retaliation will take place. Confidentiality will be maintained to the extent possible.

**Complaints not directly related to the accommodations, but that relate to Accessible Education Services in general may be made to the Associate Dean of Student Success.**