

Accommodations Appeals Process



Students who disagree with a decision regarding an accommodation request may request a review of that decision.

The appeals process is intended to ensure that accommodation decisions are equitable, carefully considered, and based on relevant information. It is not intended to serve as a new or secondary accommodation review, but rather as a review of the original decision-making process.

Grounds for Appeal:

1. A **procedural error** occurred in how the accommodation request was reviewed that affected the outcome (for example, not being given an opportunity to participate in the interactive process).
2. A **substantive error** occurred where the request was misunderstood or applied incorrectly, and this affected the outcome of the decision. **Appeals based on substantive errors must demonstrate that reasonable efforts were made to resolve the concern with the original decision-maker prior to submitting an appeal.**
3. There is credible evidence that **bias** prevented the accommodation request from being reviewed fairly and objectively.

General disagreement with an accommodation decision, without evidence of procedural or substantive concern, does not constitute grounds for an appeal.

Submission of an Appeal

Appeals must be submitted in writing using a university-issued email account to the 504 Coordinator at compliance@piedmont.edu within five (5) working days of notification of the accommodation decision.

The written appeal must include:

- The student's name and student ID
- A brief explanation of the decision being appealed
- The reason(s) for the appeal
- Any documentation supporting the appeal

Review and Decision

Appeals are reviewed by the 504 Coordinator or a designated reviewer who was not directly involved in the original decision. All appeal materials are treated as confidential and shared only with individuals involved in the review process. Additional information or clarification may be requested during the review.

A written decision will be provided within ten (10) working days of receipt of the appeal. The outcome of the appeal will be communicated in writing and is considered final.