



Americans with Disabilities Act Grievance Procedure

This procedure is established to comply with the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint regarding accessibility concerns or alleged violations related to the provision of services, activities, programs, or benefits by Millersville University.

Complaints should be submitted in writing and include relevant information such as the complainant's name, address, phone number, email address, and a description of the issue, including the location and date of the incident or concern. Alternative means of filing a complaint, such as personal interviews or audio recordings, will be made available upon request for individuals with disabilities.

Complaints should be submitted as soon as possible, preferably within 60 calendar days of the alleged issue, to:

Paul Hill, ADA Coordinator

Paul.Hill@millersville.edu

717-871-7066

Within 15 calendar days after receiving the complaint, the ADA Coordinator will meet with the complainant to discuss the concern and explore possible resolutions. Within 15 calendar days after this meeting, the ADA Coordinator will provide a written response, using accessible formats such as large print, Braille, or audio if needed, explaining the position of Millersville University and outlining potential options for resolving the matter.