



Once determined eligible, an individual may continue to use reasonable accommodations with the following exceptions

x Housing

- o Students determined eligible for accommodations with the following exceptions

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3. Submit supporting documentation via one of the options listed below:

**STUDENT or EMPLOYEE**

- Upload with the Accommodations Application
- Email: [aca@mercyhurst.edu](mailto:aca@mercyhurst.edu)

**MEDICAL or QUALIFIED PROVIDER**

- Fax: 814-824-2020 ATTN ADA Coordinator

If the documentation provided does not meet the university's requirements, it will not be accepted as the official documentation. The requesting individual will receive notice and will be asked to provide alternative supporting documentation. Individuals requesting additional accommodation after their initial approval may be asked to provide additional documentation.

**Appeal Process**

If the requesting individual is not satisfied with the determination of the ADA Committee, that individual may submit an appeal within seven (7) calendar days of the decision. Appeals should be submitted in writing to the ADA Coordinator via email at [aca@mercyhurst.edu](mailto:aca@mercyhurst.edu). Appeals will be reviewed by an ad hoc ADA Appeals Committee composed of three (3) university representatives not involved in any way with prior determinations. Decisions of the ADA Appeals Committee are final.

**Grievance Procedure**

Any individual who believes they have been denied the protections provided for in the [Non-Discrimination Policy](#) by the university should download and submit the [Non-Discrimination Grievance Form](#) to the ADA Coordinator. This form is available on Mercyhurst's [Student Consumer Information](#) page. Should you not be able to complete this form online, a verbal complaint may be made to the ADA Coordinator at **814-824-2362** or a written complaint may be submitted by email to [aca@mercyhurst.edu](mailto:aca@mercyhurst.edu).

**Contact Information**

Susan Redinger, ADA Coordinator

**Office** OdMain 300

**Phone** 814-824-2362

**Fax** 814-824-2020

**Emails** [redinger@mercyhurst.edu](mailto:redinger@mercyhurst.edu)  
[aca@mercyhurst.edu](mailto:aca@mercyhurst.edu)

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