This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 2008 (ADAAA) and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a petition for consideration alleging discrimination on the basis of disability in accommodations, student employment practices and policies or the provision of services, activities, programs, or benefits by Gustavus Adolphus College.

The petition should be in writing (see form below) and contain information about the alleged discrimination such as name, address, phone number of petitioner and location, date, and description of the problem. Alternative means of filing petitions, such as personal interviews or a tape recording of the petition will be made available for persons with disabilities upon request.

The petition should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Disability Services Coordinator
Academic Support Center
Gustavus Adolphus College
800 West College Ave.
St. Peter, MN 56082
507-933-7027
kkarstad@gustavus.edu

Grievance Procedure

1. Within 5 class days after receipt of the petition, the Disability Services Coordinator and the Director of the Academic Support Center will meet with the petitioner to discuss the petition and possible resolutions. Within 5 class days after receipt of the petition, they will respond in writing, and, where appropriate, in a format accessible to the petitioner, such as large print, Braille, audio tape. The response will explain the position of Gustavus Adolphus College and offer options for substantive resolution of the petition.

2. If the response by the Disability Services Coordinator and the Director of the Academic Support Center does not satisfactorily resolve the issue, the petitioner and/or his/her designee may appeal the decision to the Disability Services Appeals Committee within 15 days of receipt of the response to the Disability Services Coordinator and the Director of the Academic Support Center.

Gustavus Adolphus College
3. Within 5 class days after receipt of the appeal, the Provost or Designee will meet with the petitioner to discuss the petition and possible resolutions. The petition will be brought to the Disability Services Appeals Committee. Within 5 class days after the meeting, the Provost or designee will respond in writing, and, where appropriate, in a format accessible to the petitioner, with a final resolution of the petition.

4. All written petitions received by the Disability Services Coordinator and the Director of the Academic Support Center, and appeals to the Provost or designee and the Disability Services Appeals Committee and responses from those listed above will be kept by Gustavus Adolphus College for one (1) year. The final resolution may not be appealed.

**Disability Services Appeals Committee:**
ADA Compliance Officer or Designee  
Provost or Designee  
Vice President of Student Life or Designee  
Registrar  
Director of Academic Support Center or Designee

If you believe the results of the appeal are unsatisfactory, you may file a complaint with the Office for Civil Rights (OCR) at any time by contacting:

**Midwest Region -(Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, Wisconsin)**
Celeste Davis  
Office for Civil Rights  
U.S. Department of Health and Human Services  
233 N. Michigan Ave., Suite 240  
Chicago, IL 60601  
Customer Response Center: (800) 368-1019  
Fax: (202) 619-3818  
TDD: (800) 537-7697  
Email: ocrmail@hhs.gov