



Century College Policy

1B.4.0.1.1 Student ADA Access Complaint Procedure

1B.4.0.1.1 Student ADA Access and Accommodation Complaint Procedure

Century College is committed to ensuring its programs, services and activities are accessible to individuals with disabilities, through its compliance with state and federal laws and Minnesota State Board policy. The college recognizes that individuals with disabilities may need accommodations to have equally effective opportunities to participate in or benefit from the college's programs, services and activities.

Century College shall provide reasonable accommodations to ensure access to programs, services and activities to qualified individuals with known disabilities as required by law. An individual requesting an accommodation may be required to provide documentation of eligibility for the accommodation. If the request for accommodations through the Access Center does not result in reasonable accommodations, the individual has the right to seek resolution. Every attempt will be made to resolve a complaint at the informal level.

1. Discuss your complaint with the Director of the Access Center in an attempt to resolve the issue.
2. If the complaint cannot be resolved, a grievance can be filed by following the Student Complaint and Grievance Policy and Procedure, 3.8.0.1, which begins with either of the following:
 - a. By making an oral claim with the Dean of Student Affairs.
 - b. By providing the Dean of Student Affairs with a Concern Form, which is included in the Century College Student Complaint and Grievance Policy and Procedure, 3.8.0.1.

This material is available in alternate format, such as large print, by contacting the Access Center at 651-779-3354, Room W2440.

References:

Minnesota State Board Policy 1B.4 Access and Accommodation for Individuals with Disabilities.
Century College 3.8.0.1 Student Complaint and Grievance Policy and Procedure.

Date Proposed:

Date Approved: 6/3/1997

Date Implemented: 6/3/1997

Date Revised: 7/1/1998, 11/10/2011, 1/31/2018