

## **Section 504/ADA Grievance Procedure**

Any person may use these procedures to resolve complaints of disability discrimination under Section 504 of the Rehabilitation Act of 1973 (Section 504) or the Americans with Disabilities Act (ADA). Complaints are not limited to student education, but are applicable to other aspects such as nonacademic services, preschool and adult education programs, employment, facilities and communications.

Complainants are encouraged, but not required, to first informally meet with appropriate campus level personnel to resolve any matter related to discrimination under Section 504/ADA. If the complainant does not desire to begin with an informal complaint, or is not satisfied with the outcomes of the informal complaint, he or may file a grievance. The complainant may also file a complaint with the Office for Civil Rights at any time before or during these grievance procedures.

Formal complaints may be made to the district's Section 504/ADA coordinator who will provide prompt and equitable resolution of complaints. Complaints should be made in writing to the coordinator and include the name, address and phone number of the person making the complaint, as well as a summary of the complaint and desired resolution.

The district Section 504/ADA coordinator will thoroughly investigate the complaint, gathering evidence and statements from all involved parties. The investigation should be completed within ten (10) school days and a written response and resolution, if required, will be provided to the complainant.

If the complainant disagrees with the district Section 504/ADA coordinator's response, he or she may submit a request for a conference with the Assistant Superintendent within ten (10) school days of the response.

The Assistant Superintendent, or his or her designee, will schedule a conference with the complainant within ten (10) school days of receipt of the appeal request. At the conference, the complainant may provide information concerning any documents or information reviewed by the district Section 504/ADA coordinator. The Assistant Superintendent, or his or her designee, may conduct additional interviews or review additional pertinent information in order to make a sufficient decision. Within ten (10) school days of the conference, a written response and resolution, if required, will be provided to the complainant.

If the complainant disagrees with the Assistant Superintendent's response, he or she may submit a request for a conference with the Superintendent of Schools within ten (10) school days of the response.

The Superintendent of Schools, or his or her designee, will schedule a conference with the complainant within fifteen (15) school days of receipt of the appeal request. At the conference, the complainant may provide information concerning any documents or

information reviewed by the district Section 504/ADA coordinator and the Assistant Superintendent, or his or her designee. The Superintendent, or his or her designee, may also conduct additional interviews or review additional pertinent information in order to make a sufficient decision. Within fifteen (15) school days of the conference, a written response and resolution, if required, will be provided to the complainant.