

Mt. Pleasant Cottage School Union Free School District**SUBJECT: WEBSITE ACCESSIBILITY CONCERNS, COMPLAINTS AND GRIEVANCES**

A student, parent or member of the public who wishes to submit a complaint or grievance regarding a violation of the Americans with Disabilities Act (ADA), Section 504 or Title II related to the accessibility of any official District web presence that is developed by, maintained by, or offered through the District, third party vendors and/or open sources may complain directly to a school administrator, or the school or District webmaster. The initial complaint or grievance should be made using the attached form; however, a verbal complaint or grievance may be made. When a school administrator or the District's Data Analyst receives the information, they shall immediately inform the Assistant Superintendent for Business.

Whether or not a formal complaint or grievance is made, once the District has been notified of inaccessible content, effective communication shall be provided as soon as possible to the reporting party to provide access to the information. The Complainant should not have a wait for the investigation of the complaint to be concluded before receiving the information that he/she was unsuccessful in accessing.

Complaints should be submitted in writing, via email, or by completing the attached grievance form. To file a complaint or grievance regarding the inaccessibility of the District's public website content, the Complainant should submit a description of the problem, including:

- Name
- Address
- Date of the Complaint
- Description of the problem encountered
- Web address or location of the problem page
- Solution desired
- Contact information in case more details are needed (email and phone number)

The complaint or grievance will be investigated by the District's Assistant Superintendent for Business or another person designated by the Superintendent. The student, parent, or member of the public shall be contacted not later than five (5) working days following the date the website accessibility compliance coordinator receives the information. The procedures to be followed are:

- An investigation of the complaint shall be completed within fifteen (15) working days. Extension of the time line may only be approved by the Superintendent.
- The investigator shall prepare a written report of the findings and conclusions within five (5) working days of the completion of the investigation.

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SUBJECT: WEBSITE ACCESSIBILITY CONCERNS, COMPLAINTS AND GRIEVANCES (Cont'd.)

- The investigator shall contact the Complainant upon conclusion of the investigation to discuss the findings and conclusions and actions to be taken as a result of the investigation.
- A record of each complaint and grievance made pursuant to Board of Education Policy 4526.2 shall be maintained at the District office. The record shall include a copy of the complaint or grievance filed, report of findings from the investigation, and the disposition of the matter.

First Reading: 4/25/17

Second Reading & Adoption: 5/15/17

(Continued)

Community Relations

Mt. Pleasant Cottage UFSD Website Accessibility Complaint and Grievance Form

Date of Complaint/Grievance: _____

Complainant Name: _____

Address: _____

Email: _____

Phone: _____

Website address (or location) of accessibility problem: _____

Description of the problem encountered: _____

Solution desired: _____

Thank you for bringing this matter to the District's attention. You may be contacted if more information is needed to process your complaint/grievance. The investigation process is typically completed within fifteen (15) working days from the date it was received.

Signature: _____