

## **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/school web presence that is developed by, maintained by, or offered through the District/school, 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 Website Accessibility Complaint/Request Form Exhibit ABDA-E1; however, a verbal complaint or grievance may be made. When a school administrator or school/District webmaster receives the information, they shall immediately inform the Communications Department.

Whether or not a formal complaint or grievance is made, once the District/school 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 to wait for the investigation of the complaint to be concluded before receiving the information that they were ~~was~~ unsuccessful in accessing.

Complaints should be submitted in writing, via email, or by completing the website feedback form Exhibit ABDA-E1.

The formal ADA non-compliance complaint should include the following:

1. Complainant's Name;
2. Complainant's Address;
3. Date of the complaint;
4. Description of the problem encountered;
5. Web address or location of the problem page;
6. Solution desired; and
7. Contact information in case more details are needed (email and phone number.)

The complaint or grievance must be investigated by the Head of the Technology Department or another individual designated by the Superintendent/school director. The complainant shall be contacted no later than five (5) working days following the date the website accessibility compliance coordinator receives the information. The procedures to be followed are:

1. An investigation of the complaint must be completed within fifteen (15) working days. Extension of the timeline may only be approved only by the Superintendent.
2. The investigator shall prepare a written report of the findings and conclusions within five (5) working days of the completion of the investigation.
3. 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.

4. A record of each complaint and grievance made pursuant to school board policy ABDA shall be maintained by 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.

**End of Dickinson Public Schools Admin. Reg. ABDA-AR2.....Approved: 03/30/2021**