



## Lawrence Public Schools

### Accessibility Grievance Policies

In 1998, Congress amended the Rehabilitation Act of 1973 to require Federal agencies to make their electronic and information technology (EIT) accessible to people with disabilities. The law (29 U.S.C § 794 (d)) applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology. Under [Section 508](#), agencies must give disabled employees and members of the public access to information comparable to the access available to others. The following grievance process is intended to provide for the prompt and equitable resolution of complaints regarding the website involving discrimination or access on the basis of disability.

#### Grievance Policy relating to Section 508

Lawrence Public Schools is committed to protecting and ensuring the right of students with disabilities. The website follows section 508, and its guidelines for telecommunications equipment and customer premises equipment covered by Section 255 of the Communications Act of 1934. The proposed revisions and updates to the section 508-based standards and section 255-based guidelines are intended to ensure that information and communication technology covered by the respective statutes is accessible to and usable by individuals with disabilities.

Lawrence Public Schools investigates and processes program complaints concerning Section 508. Individuals with disabilities may file an administrative complaint with the Lawrence Public Schools requesting that existing electronic and information technology (E&IT), such as a Lawrence Public Schools branded website or non-accessible document that does not conform to the Section 508 standards, be reviewed, and brought into compliance with the provisions of Section 508.

#### Lawrence Public Schools Grievance Procedures for Section 508

Individuals or groups who believe they have been subjected to unlawful discrimination on the basis of disability or have been denied access to services or accommodations required by law under Section 508, are encouraged to use these grievance procedures.

**The grievance must be in the form of a detailed written complaint, and it must include the following:**

1. A full description of the allegations of the complaint and any relevant facts, including relevant dates
2. A summary of the steps the complainant has already taken in attempt to resolve the problem, including the names of persons involved and if alternative means of providing the services were utilized
3. A statement of the requested resolution and the complainant's rationale for the requested accommodations for each perceived violation
4. Any supporting documentation and screen shots of the issue
5. The name and contact information (address, email address and phone number) of the person initiating the complaint



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### **After completing the written Section 508 complaint the grievance should be sent to:**

Denise Snyder  
Assistant Superintendent  
Lawrence Public Schools  
233 Haverhill Street  
Lawrence, MA 01840  
Fax: (978) 722-8550  
Denise.Snyder@lawrence.k12.ma.us

A grievant must notify Lawrence Public Schools of his or her informal Section 508 Grievance within ten (10) days of the occurrence.

A copy of the grievance may, as appropriate, be sent to the Lawrence Public Schools Media, IS&T, and to those to whom are involved for review and discussion to seek the best alternative and solution for the grievance.

If the Deputy Superintendent believes the Complaint, in part or in full, is valid, to the extent permitted under applicable law, the Deputy Superintendent will direct a resolution of the Complaint and notify the Complainant of that resolution.

### **Confidentiality**

Lawrence Public Schools will strive to maintain the confidentiality of information shared throughout the grievance process. However, disclosures may be required for the purpose of fact-finding or efforts to resolve the grievance. In the limited instances where disclosures must be made, disclosures will be limited to those persons necessary to proceed in the fact-finding process or to otherwise address the grievance. All persons involved in the grievance will be advised of the importance of confidentiality in the process and asked to maintain the confidentiality of the information discussed during the fact-finding process and the identity of the grievant.

A grievant should understand that where a grievance is specifically directed against one or more specific electronic and information technology (E&IT), the grievance itself or portions of the grievance will be disclosed to those department(s) and individual(s) for purposes of response.

A grievant should also understand that where a grievance is specifically directed against one or more specific individual(s), the grievance itself or portions of the grievance will be disclosed to those individual(s) for purposes of response.

### **Accessibility Remedies**

The Lawrence Public Schools will impose remedies intended to correct the discriminatory effects on the grievant to prevent the recurrence of any prohibited acts.



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Possible remedies under this grievance procedure include corrective steps, actions to reverse the effects of discrimination, and measures to provide a reasonable solution for the grievance.

#### Formal Federal Agency Grievance Procedures

Individuals or groups are encouraged to utilize Lawrence Public Schools process towards resolving disability-related grievances. However, individuals or groups with grievances or complaints against the Lawrence Public Schools based on the violations of Section 508 of the Rehabilitation Act or the Americans with Disabilities Act as Amended (ADAAA) also have the right to file a complaint with a designated federal agency.

Office of Civil Rights (OCR)  
U.S. Department of Education  
8th Floor  
5 Post Office Square  
Boston, MA 02109-3921  
Telephone: (617) 289-0111  
TDD: 800-877-8339  
[OCR.Boston@ed.gov](mailto:OCR.Boston@ed.gov)

#### Records

The Lawrence Public Schools will retain the files and records related to Complaints and will ensure the confidentiality of such files and records in accordance with applicable legal requirements.