

## **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 Exhibit ABDA-E, 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 District Webmaster/Technology.

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 to 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 Exhibit ABDA-E. 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 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 or phone number)

The complaint or grievance will be investigated by the District's Webmaster/Technology or another person designated by the Superintendent. The student, parent, or member of the public 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:

- An investigation of the complaint shall be completed within fifteen (15) 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.
- 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 Policy ABDA 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.

End of Jamestown Public School District Board Reg. ABDA-BR2.....Approved May 15,2017