

NEVADA DEPARTMENT OF EDUCATION

GRIEVANCE PROCEDURE SECTION 504/TITLE II ADA

This grievance procedure may be used by anyone who wishes to file a complaint alleging a failure to accommodate and/or discrimination on the basis of disability in the provision of website services, activities, programs, or benefits by the Nevada Department of Education. (The state's personnel policies govern employment-related complaints alleging a failure to accommodate and/or disability discrimination.)

The complaint should be in writing and contain information about the alleged discrimination. Specifically:

- 1) the complaint is to include the name, address, phone number of the complainant;
- 2) the name of the website against whom the complaint is filed; and,
- 3) a statement of the problem.

Upon request, an alternative method for filing grievances such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities. The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

Roxanne Starbuck, ADA Website Compliance Administrator
Superintendent of Public Instruction Office
700 E. Fifth St
Carson City, NV 89706
webinfo@doe.nv.gov

As may be appropriate in a given case, and within 48 hours after receipt of the complaint, the Nevada Department of Education's ADA Website Compliance Administrator will begin an investigation. As may be necessary, the ADA Website Compliance Administrator or the assigned liaison will meet with the complainant to discuss the complaint and the possible resolutions. As a general process, within 45 calendar days from receipt of the complaint, the Nevada Department of Education's ADA Website Compliance Administrator or the liaison (whoever investigates the grievance) will respond in writing to the complainant; and, where necessary, in a format accessible to the complainant, such as large print, or audio tape. The response will explain the position of the Nevada Department of Education and may include options for resolution of the complaint.

If the response by *the Nevada Department of Education's ADA Website Compliance Administrator or liaison* does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the ADA Website Compliance Administrator (contact information above).

If *the Nevada Department of Education's ADA Website Compliance Administrator or liaison* investigates and responds to the grievance appeal, and If the response does not satisfactorily resolve the issue, the complainant and/or his/her designee may report the complaint to the U.S. Department of Education.

All written complaints received by the Nevada Department of Education's ADA Website Compliance Administrator or liaison, and responses from these two offices will be retained by the County for at least three years.