

WEBSITE ACCESSIBILITY

Website Accessibility Concerns and Complaints

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 Eastmont School District web presence that is developed by, maintained by, or offered through the Eastmont School District, third party vendors and/or open sources may complain directly to an Eastmont School District administrator or complete the online "Submit ADA Concern" form.

Whether or not a formal complaint or grievance is made, once the Eastmont School 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 Procedures

Complaints should be submitted in writing or by completing the website complaint form. To file a complaint or grievance regarding the inaccessibility of the Eastmont School District public website content, the Complainant should complete the online "Submit ADA Concern" form.

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

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

Grievance Procedures

The grievance procedures to be followed are:

1. The complaint or grievance will be investigated by the Superintendent/designee. The student, parent, or member of the public will be contacted no later than five (5) working days following the date the website accessibility compliance coordinator receives the information.
2. An investigation of the complaint will be completed within fifteen (15) working days. Extension of the timeline may only be approved by the Superintendent.
3. The investigator will prepare a written report of the findings and conclusions within five (5) working days of the completion of the investigation.

4. The investigator will 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.
5. A record of each complaint and grievance made pursuant to Board Policy 4070 Website Accessibility will be maintained at the Eastmont School District Administration Office. The record will include a copy of the complaint or grievance filed, report of findings from the investigation, and the disposition of the matter.