

**Website Accessibility Complaint and Grievance Form**

**DATE OF COMPLAINT/GRIEVANCE:** \_\_\_\_\_

**COMPLAINANT NAME:** \_\_\_\_\_  
(Please Print)

**ADDRESS:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_

**WEBSITE ADDRESS (OR LOCATION) OF ACCESSIBILITY PROBLEM:** \_\_\_\_\_

**DESCRIPTION OF THE PROBLEM ENCOUNTERED:** \_\_\_\_\_

**SOLUTION DESIRED:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

Thank you for bringing this matter to the District’s attention. You may be contacted if more information is needed to process your complaint/grievance. The investigation process is typically completed within fifteen (15) working days from the date it was received.

The complaint or grievance will be investigated by the Superintendent/designee. The complainant shall be contacted no later than five (5) working days following the date the District receives the information. The procedures to be followed are:

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

Review/Revised:8/24/2017