

Concord School District Policy #818

Website Accessibility and Grievance Process

The District is committed to ensuring accessibility of its website for students, parents, and members of the community with disabilities. All pages on the District website will conform to the W3C Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents of these guidelines.

The Superintendent is directed to establish procedures whereby students, parents, and members of the public may present a complaint regarding a violation of the **Americans with Disabilities Act (ADA), Section 504** and **Title II** related to the accessibility of any official District web presence which is developed by, maintained by or offered through the District or third-party vendors and open sources.

A. Website Accessibility

With regard to the District website and any official District web presence which is developed by, maintained by or offered through third party vendors and open sources, the District is committed to compliance with the provisions of the **ADA, Section 504** and **Title II** so that students, parents and members of the public with disabilities are able to independently acquire the same information, engage in the same interactions and enjoy the same benefits and services within the same timeframe as those without disabilities, with substantially equivalent ease of use; and that they are not excluded from participation in, denied the benefits of or otherwise subjected to discrimination in any District programs, services and activities delivered online.

All existing web content produced by the District, and new, updated and existing web content provided by third-party developers will conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents. This regulation applies to all new, updated and existing web pages, as well as all web content produced or updated by the District or provided by third-party developers.

B. Complaints and grievances concerning accessibility of District websites

A student, parent or member of the public who wishes to submit a complaint or grievance regarding a violation of the **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 District webmaster. To best assure timely processing and resolution of any complaint/grievance under this policy, the initial complaint or grievance should be made using Website Accessibility Complaint/Request Form to be created under the direction of the Superintendent.

The Website Accessibility Complaint/Request Form may be submitted in hard copy or via email to the District's "Website Accessibility Compliance Coordinator (WACC)." The Board designates the Director of IT as the WACC. Notwithstanding the above, however, a verbal complaint or grievance may be made. Any District employee who receives such a verbal

complaint or grievance, is directed to immediately refer the matter to the WACC, who shall take such steps as are necessary to reduce the complaint/grievance to writing.

C. Investigation and resolution of complaints and grievances

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.

The formal ADA non-compliance complaint, and the Website Accessibility Complaint/Request Form should include the following:

- Name
- Address
- Date of the 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 and phone number)

The complaint or grievance will be investigated by the WACC 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 WACC receives the information.

The procedures to be followed are:

1. An investigation of the complaint shall be completed within fifteen (15) working days. Extension of the timeline may only be approved by the Superintendent.
2. The investigator shall prepare a written report of the findings and conclusions within five (5) working days of the completion of the investigation.
3. The investigator shall contact the complainant upon conclusion of the investigation to discuss the findings, and actions to be taken as a result of the investigation.
4. 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.

Legal References:

Ed 306.08, Instructional Resources

Age Discrimination in Employment Act of 1967 29 U.S.C. §§621 et seq.

Americans with Disabilities Act, 42 U.S.C. §§12101 et seq.

Title VI, Civil Rights Act of 1964, 42 U.S.C. §§2000d et seq. (nondiscrimination based on race, color, and national origin in federally assisted programs)

Title VII, Civil Rights Act of 1964, 42 U.S.C. §§2000e et seq. (nondiscrimination based on race, color, and national origin in employment)

Title IX, Education Amendments of 1972, 20 U.S.C. §§1681 et seq. (nondiscrimination based on sex)

§504, Rehabilitation Act of 1973, 29 U.S.C. §794

Individuals with Disabilities Education Law, 20 U.S.C. §§1400 et seq.

Genetic Information Nondiscrimination Act of 2008 P.L. 110-233, 34 C.F.R. §§ 100.6; 104.8; 106.9; 110.25

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