

Placer County Office of Education

Complaint and Grievance Procedure under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act

The Complaint and Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a complaint or grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or the facilities owned by the Placer County Office of Education (PCOE). PCOE Board Policy 4030 governs employment-related complaints of disability discrimination.

PCOE wants to hear concerns and complaints from citizens in order to provide accessible programs, services and activities. A person can call with a comment, concern or complaint without filing a formal grievance. A formal grievance can be filed by completing an ADA Access Request and Grievance Form.

If a person wants to file a formal grievance, the ADA Access Request and Grievance Form may be used. It is preferred that the grievance be in writing and contain information about the alleged discrimination such as name, address and contact information of the grievant. A description of the program that includes location and date is requested.

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request. If additional accommodations are needed, please contact the ADA Coordinator.

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:

Gib Benthin
Coordinator, Maintenance & Operations

Placer County Office of Education
Email: gbenthin@placercoe.org
Phone: (916) 415-4442
Fax: (866) 257-6329

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will make arrangements to meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, PCOE's ADA Coordinator or his/her designee will respond in writing and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of PCOE and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee 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 Placer County Superintendent of Schools or his/her designee.

Within 15 calendar days after receipt of the appeal, the ADA Coordinator or his/her designee will make arrangements to meet with the complainant to discuss the complaint and any possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator or his/her designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by PCOE's ADA Coordinator or his/her designee, appeals to the Placer County Superintendent of Schools or his/her designee, and their responses will be retained by the PCOE for at least three (3) years.

A copy of PCOE's ADA/504 Self-evaluation Survey and Transition Plans are available from the ADA Coordinator.

Approved: April 14, 2016