

Northwest Ohio Educational Service Center
Administrative Guidelines

9160C - SECTION 504/ADA – COMPLAINT PROCEDURES RELATED TO ACCESSIBILITY OF EDUCATIONAL SERVICE CENTER FACILITIES

If a person believes that s/he has been discriminated against on the basis of his/her disability, the person may utilize the following complaint procedures as a means of reaching, at the lowest possible administrative level, a prompt and equitable resolution of the matter.

The following persons are designated as the Educational Service Center's Section 504/ADA Compliance Officer ("Center's Compliance Officer"):

Jill Gilliland

Steve Hastings

Director of Special Education
205 Nolan Parkway
Archbold, OH 43502

Special Education Supervisor
205 Nolan Parkway
Archbold, OH 43502

567-444-4800 ex.4660

567-444-4800 ex.4674

Building principals shall serve as Building Section 504/ADA Compliance Officer(s) ("Building Compliance Officers"). Internal complaints must be put in writing and must identify the specific circumstances or areas of dispute that have given rise to the complaint, and offer possible solutions to the dispute. The complaint must be filed in a timely manner with either the Center Compliance Officer or the Building Compliance Officers. The Center's Compliance Officer is available to assist individuals in filing a complaint.

Internal Complaint Procedure

A person who has a complaint about Center facilities or services may register such complaint with the Building Compliance Officer and/or Center Compliance Officer. Such complaints should be filed in writing within thirty (30) calendar days of the circumstances or event giving rise to the complaint. Use of the internal complaint procedure is not a prerequisite to the pursuit of other remedies, including the filing of a complaint with the U.S. Department of Education's Office for Civil Rights.

- A. The written complaint must contain the following information:
1. Name(s) of person(s) filing complaint.
 2. Whether the person(s) represents an individual or group.
 3. Whether the person(s) making the complaint has discussed the problem with the Building Compliance Officer and/or the Center Compliance Officer.
 4. A written summary of the complaint and a proposed solution.

- B. The Building Compliance Officer or the Center Compliance Officer will conduct an impartial investigation and will respond to the complaint within five (5) business days. This complaint procedure contemplates informal, but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to present witnesses and other evidence relevant to the complaint.
- C. If a satisfactory response is not received within five (5) business days, the person should forward a copy of the complaint to the Superintendent, who will respond within ten (10) business days.
- D. If a satisfactory response is not received within ten (10) business days, the person may forward a copy of the complaint to the Governing Board. The Board will consider the complaint and respond within forty (40) calendar days.

OCR Complaint

At any time, if a member of the public believes that s/he has been subjected to discrimination based upon his/her disability in violation of Section 504 or the Americans with Disabilities Act, as amended ("ADA"), the individual may file a complaint with the U.S. Department of Education's Office for Civil Rights ("OCR"). The OCR can be reached at:

U.S. Department of Education
Office for Civil Rights
Cleveland Office
1350 Euclid Avenue, Suite 325
Cleveland, Ohio 44115
(216) 522-4970
FAX: (216) 522-2573
TDD: (800)877-8339
E-mail: OCR.Cleveland@ed.gov
Web: <http://www.ed.gov/ocr>

Prohibition Against Retaliation

The Board will not discriminate against, coerce, intimidate, threaten or interfere with any individual because the person opposed any act or practice made unlawful by Section 504 or the ADA, or because that individual made a charge, testified, assisted or participated in any manner in an investigation, proceeding, or hearing under Section 504 or the ADA, or because that individual exercised, enjoyed, aided or encouraged any other person in the exercise or enjoyment of any right granted or protected by Section 504 or the ADA.

Revised 11/25/14

© Neola 2014