

Website Accessibility and Nondiscrimination

Coeur d'Alene Public Schools is committed to compliance with the provisions of the Americans with Disabilities Act (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 Coeur d'Alene Public Schools programs, services, and activities delivered online.

Benchmarks for Measuring Accessibility

It is our goal that the District's website and any official District web presence including those which may be developed by, maintained by or offered through third party vendors and open sources, will conform to the W3C Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 techniques for web content, or updated equivalents of these guidelines, except where doing so would impose an undue burden or create a fundamental alteration.

Testing and Accountability

We have designated a Website Compliance Coordinator, in cooperation with our Technology Department, who is responsible for the continual improvement of web accessibility across the District. The Website Compliance Coordinator drives the ongoing training of web editors and appropriate personnel, including employees who are responsible for developing, loading, maintaining, or auditing web content functionality. The Website Compliance Coordinator is responsible for reviewing all areas of the District's websites and evaluating accessibility on a periodic basis, and at least once per quarter and oversees the timely correction of nonconforming webpages.

Cross Reference: Website Accessibility Concern, Complaint & Grievance Procedure 4135P  
Website Accessibility Complaint/Request Form 4135F

Legal Reference: Title II of the Americans with Disabilities Act of 1990  
Section 504 of the Rehabilitation Act

Policy History:

Adopted on:

Revised on:

Website Accessibility and Nondiscrimination

**Website Accessibility Concern, Complaint & Grievance Procedure**

This procedure, or an abbreviated web accessibility statement with a link to this procedure, shall be available to the public via a link entitled "Web Accessibility," which shall be located on the District's homepage and each school website homepage.

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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 website that is maintained by Coeur d'Alene School District may do so by using the *Website Accessibility Complaint/Request Form 4135F*.

We ask that complaints regarding the inaccessibility of any Coeur d'Alene Public Schools websites be submitted in writing, via email or hardcopy of the *Website Accessibility Complaint/Request Form 4135F*, to any school administrator, web editor, or the district's Website Compliance Coordinator. Verbal complaints or grievances will be accepted but should be made directly to the Website Compliance Coordinator.

Complaints should include the information below.

- Full Name
- Date of the Complaint
- Description of the Problem Encountered
- Web Address or Location of the Problem Page
- Solution Desired
- Phone and Email Address for Follow-up

Whether or not a formal complaint or grievance is made, once any staff member receives notification of inaccessible content, they should first provide the inaccessible content in an accessible format to the reporting party. They will then notify the Website Compliance Coordinator.

The complaint or grievance will be investigated by the Website Compliance Coordinator, or their designee, following these guidelines:

- Investigation of any complaints should be completed within fifteen (15) working days.
- If contact information is made available, the investigator shall contact the person who made the complaint to follow up, discuss the findings and conclusions, and the actions to be taken as a result of the investigation.

- A record of each complaint or grievance made will be maintained by the Website Compliance Coordinator, including a copy of the Website Accessibility Complaint/Request Form, a report of any findings from the investigation, and detail of any actions or resolution taken.
- For any issue that is not immediately resolved, the investigator shall log a target completion date.

We encourage you to contact us with your questions and experiences regarding the accessibility of our websites. The Website Compliance Coordinator may be contacted at the District office at 208.664.8241.

Cross Reference: Website Accessibility and Nondiscrimination Policy 4135  
Website Accessibility Complaint/Request Form 4135F

Legal Reference: Title II of the Americans with Disabilities Act of 1990  
Section 504 of the Rehabilitation Act

Policy History:  
Adopted on:  
Revised on:

Website Accessibility Complaint/Request Form

Date of Complaint/Request:

Full Name:

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 our attention. Please include your contact information above so that we may contact you if more information is needed to process your complaint/request. Our goal is to complete the investigation within fifteen (15) working days from the date received.*

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Received by: \_\_\_\_\_ Problem Resolved/Closed on: \_\_\_\_\_

Copy sent to Website Compliance Coordinator on this date: \_\_\_\_\_

Revised: