

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:

Promulgated on: 8-7-17

Revised on: