I. Purpose

To provide a process for filing requests for reasonable accommodations and an internal grievance procedure for prompt and equitable resolution of complaints alleging any action prohibited by U.S. Department of Justice regulations relevant to the implementation of the Americans with Disabilities Act (ADA).

II. Procedure

A. Filing of requests for reasonable accommodations and complaints, their investigation, and disposition shall be conducted in accordance with published implementing processes. A request for reasonable accommodations or complaint should be filed in writing and contain the name and address of person filing request or complaint and briefly describe the request or alleged violation.

Requests for reasonable accommodations and/or complaints should be filed with Human Resources. Requests and/or complaints will be evaluated on a case-by-case basis.

B. An investigation, as deemed appropriate, shall follow the filing of request for reasonable accommodations or complaint and shall be conducted by the President or his designee. An informal but thorough investigation will be completed, affording all interested persons/representatives, if any, an opportunity to submit evidence relevant to a request or complaint.
C. A written documentation as to validity of the request for reasonable accommodations or complaint and a description of the resolution, if any, shall be issued by the President or his designee, and a copy forwarded to the requestor/complainant no later than thirty (30) days after receiving request or complaint. In the event a determination is not available within the thirty (30) day period, all interested persons/representatives will be informed as to the status of the request and/or complaint.

D. Employees who are dissatisfied with the resolution may choose to file a formal complaint as specified in the College’s Employee Grievance Procedure 3.6.2.1.

E. The right of a person to a prompt and equitable resolution of the request for reasonable accommodations or complaint filed hereunder shall not be impaired by the person’s pursuit of other remedies such as filing of an ADA request for reasonable accommodations or complaint with the responsible federal department or agency. Use of this procedure is not a prerequisite to the pursuit of other remedies.