

ADA Grievance Procedure

Coastal Alabama Community College has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U. S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act. Title II states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination” in programs or activities sponsored by a public entity.

All complaints should be addressed to the appropriate ADA Accommodations Coordinator.

1. A complaint must be filed in writing. It must contain the name and address of the person filing it, and it must briefly describe the alleged violation of the regulation.
2. A complaint must be filed within ten (10) business days after contacting the ADA Coordinator/Office of the alleged violation.
3. An investigation, as may be appropriate, shall follow the filing of a complaint. The investigation shall be conducted by the ADA Coordinator. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution shall be issued by the ADA Coordinator and a copy forwarded to the complainant no later than ten (10) business days after the completion of the investigation, via certified mail.
5. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration must be made to the President of the College within ten (10) business days after receipt of the findings.
6. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies, such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
7. These rules shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards, and to assure that Coastal Alabama Community College complies with the American with Disabilities Act (ADA) in implementing regulations.
8. The ADA Coordinator shall maintain the files and records of the College relating to the complaints filed.