

**COMPLAINT PROCEDURES**

This Complaint Procedure is established to meet the requirements of the Americans with Disabilities Act. It is to be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the Board of Education of Allegany County.

The complaint must be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint must be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to the appropriate ADA coordinator:

**ACCESS ISSUES**

Supervisor of Maintenance  
Paca Street, Cumberland, Maryland  
301-759-2830

**EDUCATIONAL ISSUES**

Supervisor of Special Education  
108 Washington Street, Cumberland, Maryland  
301-759-2064

**EMPLOYMENT/HIRING ISSUES**

Director of Personnel and Policy  
108 Washington Street, Cumberland, Maryland  
301-759-2033

Within 15 calendar days after receipt of the complaint, the appropriate ADA coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the appropriate ADA coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Board of Education of Allegany County and offer options for substantive resolution of the complaint.

If the response by the appropriate ADA coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision

of the ADA coordinator within 15 calendar days after receipt of the response to the superintendent or his/her designee.

Within 15 calendar days after receipt of the appeal, the superintendent or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the superintendent or his/her designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a resolution of the complaint.

If the response by the superintendent does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the superintendent within 15 calendar days after receipt of the response to the president of the Board of Education.

Within 30 calendar days after receipt of the appeal, the Board of Education or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting, the president of the Board of Education will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA coordinators, appeals to the superintendent or his/her designee, and responses from the ADA coordinators and the superintendent or his/her designee will be kept by the Board of Education of Allegany County for at least three years.

Revised June 13, 1995