

Procedure Type: District

Procedure Title: Procedure for a Member of the Public to File an ADA Complaint

Whom Does this Procedure Affect: All District Staff

Purpose: The purpose of this procedure is to provide a member of the public with a process for assessing, reviewing and resolving an ADA complaint.

The following procedure provides for a prompt and equitable resolution of a complaint by a member of the public alleging a violation of the Americans with Disabilities Act (ADA).

1. Any person participating in a Monroe County Community College sponsored program, service, or activity who believes his or her rights have been violated under ADA, should first discuss the complaint with the College's Dean of Corporate and Community Services.
2. The Dean of Corporate and Community Services has ten (10) business days to investigate the complaint and notify the complainant of his/her decision.
3. If the issue cannot be resolved, the complainant has ten (10) business days from the notification by the Dean of Corporate and Community Services to appeal the complaint to the College's ADA/504 Compliance Officer, the Director of Human Resources. This must be done in writing, using the appropriate form (Procedure 1.65[j]).
4. The ADA/504 Compliance Officer has ten (10) business days to investigate the complaint and notify the complainant of his/her decision.