Title: **Digital Accessibility Concerns and Complaints Procedure**
Code: ACE E 2
Section: Section A: Foundations and Basic Commitments

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**Level 1 procedure**

A complaint shall first be discussed at the point of origin (e.g., teacher, coach, administrator) with the purpose of resolving the matter informally. The complainant shall describe the concern, identify the impact, and identify a suggested remedy. Within five working days after such discussion, the staff member hearing the complaint shall provide the complainant with an oral decision.

**Level 2 procedure**

If the complainant wishes to further pursue the matter because it has not been resolved to his/her satisfaction at Level 1, then the complainant has five working days within notification of the oral decision to submit a written complaint that describes the concern, identifies the impact and suggests a remedy. The complainant shall deliver the written complaint to the IT Director for Application and Data Services, or designee. The IT Director or designee will meet with the complainant to discuss the concerns. The meeting may include the staff member who was involved at Level 1. Additionally, the IT Director or designee may consult with other leaders, department or school, regarding the complaint to ensure all aspects are being considered. This consultation may or may not include the District's Accessibility Steering Team. Within ten working days after receiving the written Level 2 complaint, the IT Director or designee shall communicate their written decision to the complainant.

**Level 3 procedure**

If the complainant is not satisfied with the disposition of their complaint at Level 2, they may file a written appeal within five working days of the Level 2 decision. The complainant shall deliver the written complaint to the Chief Information Officer (CIO) or designee. The written appeal shall describe the concern, identify the impact and suggest a remedy. The CIO or designee may meet with the complainant to discuss the concerns within five working days of receiving the written complaint, unless the parties otherwise agree. The meeting may include the staff member who provided the written decision at Level 2. The written complaint shall include the Level 2 decision as an attachment. Within ten working days of the meeting, the CIO or designee shall communicate his/her written decision to the complainant.

**Level 4 procedure**

If the complainant is not satisfied with the disposition of their complaint at Level 3, they may file a written appeal to the superintendent, or designee, within five working days. The written appeal shall describe the concern, identify the impact and suggest a remedy. The written appeal shall include the Level 2 and Level 3 decisions. At Level 4, such appeals shall be heard by the superintendent or his/her designee within ten working days of receipt of the appeal. The meeting shall be limited to those grounds specified in the written complaint signed by the complainant.

Within fifteen working days of the meeting, the superintendent, or their designee, shall communicate their decision in writing to the principal, appropriate supervisors, and complainant.

**Level 5 procedure**

If the complainant is not satisfied with the decision at Level 4, or the superintendent is central to the complaint, they may, within five working days, submit their complaint to the Board of Education. The complaint to the Board shall describe the concern, identify the impact and suggest a remedy. The complaint shall also include the decisions from Levels 2, 3 and 4, or Levels 2 and 3 if the superintendent is central to the complaint.

Complaints that cannot be resolved by the administration shall be handled by the Board through written correspondence within fifteen working days following their next regularly scheduled meeting. The Board shall render its written decision to the complainant not later than fifteen working days after hearing the appeal. The Board may decide not to consider the appeal, in which case the decision of the superintendent or their designee shall be final.

**Adopted/Approved:** July 28, 2025

**Revised:** July 27, 2026