

Employee Complaint Resolution Process

The following procedures govern complaints or grievances alleging violations of the ADA or Section 504:

1. Complaints of an alleged violation or claim of failure to provide a reasonable accommodation must be made in writing to the ADA/504 Coordinator (or designee) in a timely manner. The written complaint should specify the time, place, and nature of the act claimed to be in violation and may be supplemented by supporting documents. If the complaint involves a decision made by the ADA/504 Coordinator that the complainant believes is a violation or failure to provide a reasonable accommodation, then the written complaint should be submitted to the Executive Vice President (EVP) (or designee), who will appoint a senior administrator to investigate the complaint.
2. The investigator will investigate relevant facts and circumstances in support of the alleged violation, to include review and verification of documentation and any statements by involved and/or knowledgeable parties, and conclude the investigation within fifteen (15) business days of receipt of the complaint. If additional time is needed, the investigator will inform the complainant and explain the reason(s) for the delay.
3. The investigator may attempt resolution of a complaint through mutual agreement of the affected parties at any point during the course of the investigation. If a resolution is reached, the investigation shall conclude and the terms and conditions of the agreement shall be provided in writing to the complainant and other College officials as necessary.
4. Where resolution through mutual agreement is not achieved, written investigative findings and a recommendation for resolving the complaint shall be forwarded to the Executive Vice President (EVP), to the complainant, and to other College officials as necessary.
5. The EVP or designee will provide the complainant and other College officials of his/her decision in writing within (10) business days of receipt of the findings and recommendations from the investigator. This decision is final.