

COAST COMMUNITY COLLEGE DISTRICT
Section 504/American Disabilities Act
COMPLAINT POLICY

The Coast Community College District ("District") supports the idea that no qualified disabled person shall, on the basis of a physical or mental disability, be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination under any facilities, program or activity offered under the control of the District. Any student, employee or applicant for employment who believes he or she is a victim of discriminatory action may file a complaint under the following procedures. An individual may also file a complaint directly with the Office of Civil Rights or in the case of an employment-based complaint with the U.S. Equal Employment Opportunity Commission (EEOC) and/or the California Department of Fair Employment and Housing (DFEH) where the complaint is within the jurisdiction of these agencies.

STEP I: Informal Complaint Procedure

The complaining party should first discuss the complaint with the Section 504/ADA Coordinator at their college. The Section 504/ADA Coordinator will contact all parties concerned and attempt to reach some resolution of the problem. If the complaint cannot be informally resolved within ten working days, the complaining party may then proceed to file a formal complaint. The informal complaint procedure is optional.

STEP II: Formal Complaint Procedure

1. In order for a formal complaint to be processed, it must be filed within 180 days of the alleged unlawful discriminatory action, or within 180 days of the complaining party learning of the discriminatory action.
2. The complaining party shall complete a complaint form provided by the District's _____ [title] _____. The District has identified _____ [name] _____ as the designated responsible employee for receiving Section 504/ADA complaints and coordinating their investigation. The actual investigation of complaints may be assigned to other staff or to outside persons or organizations under contract with the District. Such procedures shall be used whenever the responsible employee designated to receive complaints is named in the complaint or is implicated by the allegations in the complaint. The complaining party may request assistance of the District's _____ in formulating and presenting the complaint. The District's _____ can be reached at 714-_____.
3. Upon receipt of the completed complaint form, the _____ will forward a copy of the complaint to the President of the college, and will advise the complaining party that an investigation of the complaint will ensue.
4. The _____ will commence an impartial fact-finding investigation of the complaint. This investigation will be completed within 60 days of the filing of the complaint and a written report issued to the complainant which includes the complainant's right to appeal to the Governing Board of the District and the Chancellor's

office pursuant to Title of the California Code of Regulations (CCR) sections 59338 and 59339. The Chancellor's Office, Assistant General Counsel, 1107 Ninth Street, Sacramento, CA 95814. The complainant may also file a complaint directly with the Office of Civil Rights. The U.S. Department of Education, Office of Civil Rights, 221 Main Street, 10th Floor, San Francisco, CA 94104.

5. In the event the complaint is resolved, a memorandum stating the resolution of the conflict will be sent to all parties.

6. Neither the District nor any other person shall intimidate, threaten, coerce, or discriminate against any individual because he or she has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding or hearing. The identity of the complainant shall be kept confidential except to the extent necessary to conduct an investigation.