

School Board of Charlotte County Bylaws & Policies

9160.01 - COMPLAINT PROCEDURES RELATED TO ALLEGED DISCRIMINATION REGARDING ACCESSIBILITY OF DISTRICT FACILITIES

If a volunteer, visitor or guest believes that s/he has been discriminated against on the basis of his/her disability regarding accessibility to District facilities, the person may utilize the following complaint procedures as a means of reaching, at the lowest possible administrative level, a prompt and equitable resolution of the matter.

The following person(s) is/are designated as the District's Compliance Officers ("DCO"):

Assistant Superintendent of Human Resources and Employee Relationships
1445 Education Way
Port Charlotte, Florida 33948
Phone: 941-255-0808, ext. 3122
Fax: 941-255-7569
chuck.breiner@yourcharlotteschools.net

Director of Human Resources
1445 Education Way
Port Charlotte, Florida 33948
Phone: 941-255-0808, ext. 3044
Fax: 941-255-7569
patrick.keegan@yourcharlotteschools.net

Assistant Superintendent of School Support
1445 Education Way
Port Charlotte, Florida 33948
Phone: 941-255-0808, ext. 3073
Fax: 941-255-7573
april.prestipino@yourcharlotteschools.net

Building principals shall serve as Building Section 504/ADA Compliance Officer(s) ("Building Compliance Officers").

A person who has a complaint about District facilities or services may register such complaint with the Building Compliance Officer and/or District Compliance Officer.

Such complaints should be filed in writing within thirty (30) calendar days of the circumstances or event giving rise to the complaint. Use of the complaint procedure is not a prerequisite to the pursuit of other remedies, including the filing of a complaint with the U.S. Department of Education's Office for Civil Rights.

A. The written complaint must contain the following information:

1. Name(s) of person(s) filing complaint;
 2. Whether the person(s) represents an individual or group;
 3. Whether the person(s) making the complaint has discussed the problem with the Building Compliance Officer and/or the District Compliance Officer;
 4. A written summary of the complaint and a proposed solution;
- B. The Building Compliance Officer or the District Compliance Officer will conduct an impartial investigation and will respond to the complaint within five (5) business days. This complaint procedure contemplates informal, but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to present witnesses and other evidence relevant to the complaint;
- C. If a satisfactory response is not received within five (5) business days, the person should forward a copy of the complaint to the Superintendent, who will respond within ten (10) business days;
- D. If a satisfactory response is not received within ten (10) business days, the person may forward a copy of the complaint to the School Board. The Board will consider the complaint and respond within forty (40) calendar days.

OCR Complaint

At any time, if a member of the public believes that s/he has been subjected to discrimination based upon his/her disability in violation of Section 504 or the Americans with Disabilities Act, as amended ("ADA"), the individual may file a complaint with the U.S. Department of Education's Office for Civil Rights ("OCR"), the Florida Commission on Human Relations (FCHR), and/or any other State or Federal agencies responsible for investigating complaints of discrimination.

The OCR can be reached at:

U.S. Department of Education
Office for Civil Rights
U.S. Department of Health and Human Services
Sam Nunn Atlanta Federal Center, Suite 19T10
61 Forsyth Street S.W.
Atlanta, Georgia 30303-8927
Telephone: (404) 974-9406
FAX: (404) 974-9471
TDD: (404) 562-7884
E-mail: OCR.atlanta@ed.gov
Web: <http://www.ed.gov/ocr>

The FCHR can be reached at:

Florida Commission on Human Relations
2009 Apalachee Parkway, Suite 100
Tallahassee, FL 32301
Phone: (850) 488-7082
Toll-Free: (800) 342-8170

Fax: (850) 488-5291
The Florida Relay Service Voice (statewide) 711
TDD ASCII: (800) 955-1339
TDD Baudot: (800) 955-8771
E-mail: fchrinfo@fchr.myflorida.com
Website: <http://fchr.state.fl.us>

Prohibition Against Retaliation

The Board will not discriminate against, coerce, intimidate, threaten or interfere with any individual because the person opposed any act or practice made unlawful by **Section 504 or the ADA**, or because that individual made a charge, testified, assisted or participated in any manner in an investigation, proceeding, or hearing under **Section 504 or the ADA**, or because that individual exercised, enjoyed, aided or encouraged any other person in the exercise or enjoyment of any right granted or protected by **Section 504 or the ADA**.

Adopted 5/7/13
Revised 5/9/17

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