

## Web Accessibility Grievance Procedure

A person who has a complaint about the accessibility of the Macomb Intermediate School District's (MISD) webpage may make a complaint with the Web Accessibility Coordinator at:

Web Accessibility Coordinator

44001 Garfield Road

Clinton Township, MI 48038

Phone: 586-228-3300

Email: [accessibility@misd.net](mailto:accessibility@misd.net)

Such complaints should be filed in writing within thirty (30) calendar days of the circumstances or event giving rise to the complaint so that such circumstance can be promptly addressed. Use of the internal 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.

1. The Written Complaint should contain the following information so that the matter can be investigated and so that the Complainant can be promptly provided the information requested:
  - a. The name and contact information for the person filing the complaint;
  - b. A description of the information not available and/or a description of the accessibility problem; and
  - c. A proposed solution.
2. Upon receiving a complaint, the Web Accessibility Coordinator will conduct an impartial investigation and will respond to the complaint within five (5) business days. The Web Accessibility Coordinator may issue a written notice extending for not more than ten (10) business days the period during which the District shall respond to the complaint. This complaint procedure contemplates an informal, but thorough investigation. If an individual cannot access information on the webpage, pending a resolution, the District will provide the requested information in an alternate format accessible within a reasonable period of time
3. If a satisfactory response is not received within five (5) business days or the ten (10) business day extension, the person should forward a copy of the complaint to the Superintendent, who (or his or her designee) will respond within ten (10) business days.
4. If a satisfactory response is not received within ten (10) business days, the person may forward a copy of the complaint to the Board of Education. 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 OCR can be reached at:

U.S. Department of Education  
Office for Civil Rights  
Cleveland Office  
600 Superior Ave. East, Suite 750  
Cleveland, Ohio 44114-2611  
(216) 522-4970  
FAX: (216) 522-2573  
TDD: (216) 522-4944  
E-mail: [OCR.Cleveland@ed.gov](mailto:OCR.Cleveland@ed.gov)  
Web: <http://www.ed.gov/ocr>

## **Prohibition Against Retaliation**

The MISD 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.