

NEW HANOVER COUNTY SCHOOLS SECTION 504 GRIEVANCE PROCEDURE

Section 504 Procedure

New Hanover County Schools does not discriminate on the basis of disability in admission, access to services, treatment or employment in its programs and activities. Any complaints of discrimination in violation of federal law should be addressed through the following grievance procedure:

Step 1: School-level Review

Complainants are encouraged to try to resolve problems promptly through informal dispute resolution. The complainant meets informally with the principal and discusses his/her complaint. The principal will investigate and propose remedies. If the complaint is in writing, the principal will reply in writing to the complainant, generally, within ten working days of receipt of the written complaint.

Step 2: System-level Review

If the complaint is not satisfactorily resolved through Step 1, the complainant may file a written complaint with the Director of Student Support Services, 6410 Carolina Beach Road, Wilmington, NC 28412 within 10 days of disposition at Step 1. The written complaint must include:

- A clear statement of the alleged violation.
- The remedy sought by the complainant.
- The complainant's signature and the date.

The Student Support Services Director will conduct a full investigation of the complaint and will prepare a written report of the investigation that will include:

- A clear statement of allegations of the complaint and remedy sought.
- A statement of the facts as contended by each party.
- A statement of the facts as found by the investigation and evidence to support each fact.
- A list of all witnesses interviewed and documents reviewed during the investigation.
- A narrative describing attempts to resolve the complaint.
- Any findings determined as a result of the investigation.
- Any recommendation for action concerning the findings of the investigation.

The written report of the investigation will be completed and mailed to the complainant, generally, within 20 working days of receipt of the written complaint.

Step 3: Hearing Panel Review

If the complaint is not satisfactorily resolved through Step 2, the complainant may submit a Request for a Section 504 Review Hearing. The Request must be filed within 10 working days of receipt of the Step 2 report with the New Hanover County Schools Office for Student Hearings, 1802 South 15th Street, Wilmington, NC 28401. A Section 504 Hearing Panel will be convened, generally, within 20 working days. The Section 504 Hearing Panel will issue a written decision, generally, within 10 working days of the hearing.

OCR Complaint

At any point in this grievance procedure, the complainant has the right to file a formal complaint with the Office of Civil Rights, U.S. Department of Education, 330 C St., S. W., Washington, D. C. 20202.

Compliance with Section 504 of the 1973 Rehabilitation Act is managed by Student Support Services, 6410 Carolina Beach Road, Wilmington, NC 28412, 910-254-4445.