

WEBSITE ACCESSIBILITY REGULATIONS

In order to comply with Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, websites maintained by the Alexandria City Public Schools (ACPS) will meet the Web Content Accessibility Guidelines (WCAG) 2.1 AA, as instituted by the World Wide Web Consortium’s (W3C) Web Accessibility Initiative (WAI), unless in a particular situation doing so would not be feasible or otherwise imposes an undue burden.

The Web Content Accessibility Guidelines (WCAG) are part of a series of web accessibility guidelines published by the Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C), the main international standards organization for the Internet. They are a set of guidelines that specify how to make content accessible, primarily for people with disabilities— but also for all user agents, including highly limited devices, such as mobile phones.

For the main ACPS website and any official ACPS web presence that is maintained by ACPS, including content provided through third party vendors, ACPS is committed to compliance with the provisions of the Americans with Disabilities Act (ADA), and Sections 504 and 508, as applicable, so that students, parents and members of the public with disabilities are able to independently acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same time frame as those without disabilities, with substantially equivalent ease of use. ACPS strives to ensure that members of the public with disabilities are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any ACPS programs, services, and activities delivered online.

Any non-conforming webpages will be corrected in a timely manner. ACPS will work with third party vendors to resolve accessibility issues as they may arise on their sites.

Website Accessibility Concerns, Complaints and Grievances

A student, parent or member of the public who wishes to submit a complaint or grievance regarding a violation of the Americans with Disabilities Act (ADA), or Section 504 and 508, as applicable, related to the accessibility of any official ACPS web presence that is maintained by, or offered through ACPS or third party vendors, may file a complaint.

Filing a Complaint

Complaints or grievances regarding the inaccessibility of ACPS public website content should be submitted in writing, via email to the Director of Communications or the Chief Technology Officer at news@acps.k12.va.us, or through the “Contact Us” tab on the ACPS home page.

The Complainant should submit a description of the problem, including:

- Name
- Address
- Date of the Complaint
- Description of the problem encountered
- Web address or location of the problem page
- Solution desired

- 47 • Contact information in case more details are needed (email and phone number)

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 49 The Complainant shall be contacted no later than ten (10) working days after the complaint is
 50 received.

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 52 **Complaint Investigation Procedures**

- 53 • An investigation of the complaint shall be completed within ten (10) working days of the
 54 Complainant being contacted, unless an extension is required by the school division.
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- 56 • The investigator shall prepare a written report of the findings and conclusions within ten
 57 (10) working days of the completion of the investigation.
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- 59 • The investigator shall contact the Complainant upon conclusion of the investigation to
 60 discuss the findings, conclusions and actions to be taken as a result of the investigation.
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- 62 • A record will be kept of each complaint and grievance made. The record shall include a
 63 copy of the complaint or grievance filed, a report of findings from the investigation, and
 64 the disposition of the matter.

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 68 Established: March 22, 2018
 69 Amended: January 4, 2024

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 71 Legal Refs.: Public Law 93-113 § 504
 72
 73 42 U.S.C. §§ 12131-12134
 74 *Information and Communication Technology (ICT) Standards and*
 75 *Guidelines, 36 CFR Parts 1193 and 1194, RIN 3014-AA37*

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 77 Cross Refs.: JB Equal Educational Opportunities/Non-Discrimination
 78 JB-R Regulations Concerning Equal Educational Opportunities/Non-
 79 Discrimination
 80 JBA Section 504 Non-Discrimination Policy and Hearing Procedures
 81 JBA-R JBA-R - Procedures for Section 504 Impartial Hearings
 82 KBH Website Accessibility