

FILE: JII

GRIEVANCE/COMPLAINT PROCESS FOR CIVIL RIGHTS AND DISCRIMINATION ISSUES AND SECTION 504 COMPLIANCE FOR STUDENTS.

You are reminded that ***all* complaints of discrimination, including complaints from parents** regarding the identification of students or implementation of Section 504 plans or claims of disability related discrimination are to be addressed through the process set forth as the **ADA Title II/Section 504/Chapter 622 Grievance Procedure** found in Policies Handbook of the Worcester Public Schools (see attached). As provided in this Procedure, complaints are to be investigated and addressed first at the school building level, and, if not resolved are to be referred to the Chief Human Resources Officer as Equal Opportunity/Affirmative Action Officer for the Worcester Public Schools. Further levels of appeal are provided.

Please note that complaints relating to or made on behalf of students with disabilities regarding any aspect of the school program or services should be addressed through the **ADA/Title II/Section 504/Chapter 622 Grievance Procedure**.

The Procedure for **Resolving School-Related Problems**, (Student Handbook), is not to be used for discrimination or civil rights claims such as **ADA/Title II/Section 504/Chapter 622**, but is aimed at providing a process for resolving general school based problems or concerns.

Maura Mahoney, Manager of Social Emotional Learning, is the individual responsible for district compliance with 504 processes. She is available to provide technical assistance with 504 procedures and technical support for responding to complaints under the **ADA Title II/Section 504/Chapter 622 Grievance Procedure** at the school building level.