

<b>Standard Operating Procedure Outline</b>			
Category:	<b>School Board Operations</b>	Department:	<b>Office of ADA/504</b>
Procedure:	<b>Requests for Accommodations</b>		
Policy Reference # :	SBO 1.103	Version:	1.0
		Date:	September 3, 2009
<b>Operational Objective(s)</b>			
<ul style="list-style-type: none"> <li>• To ensure that individuals needing accommodations are able to receive a decisions in a timely and efficient manner</li> </ul>			
<b>Procedure</b>			
<p><b>A. <u>ADA Request for Accommodation</u></b></p> <ol style="list-style-type: none"> <li>1. The request for accommodation should be made in writing to the ADA department/school coordinator.</li> <li>2. The ADA department/school coordinator must sign the completed request and send it to the MNPS ADA coordinator.</li> <li>3. Alternative means of filing a request will be made available if needed (e.g., large print, Braille, audiotape).</li> <li>4. Requests should include the name, address and telephone number of the individual requesting the accommodation, the location of the program, service, activity or facility where the accommodation is required and a description of why the accommodation is needed (Attachment 1).</li> <li>5. Within 15 calendar days after the receipt of a written request, the ADA Coordinator will respond to the individual requesting the accommodation.</li> <li>6. If the response by the ADA Coordinator does not satisfactorily address the request for accommodation, the individual making the request may file a formal grievance with the Assistant Superintendent of Business and Facilities Services.</li> <li>7. The Metropolitan Government will keep all written requests for accommodation received by the ADA department coordinator for at least three years.</li> </ol> <p><b>B. <u>ADA Grievance Procedure</u></b></p> <ol style="list-style-type: none"> <li>1. This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who has attempted to access one of the Metropolitan Nashville Public Schools' services, activities or programs and who believes that he or she has been denied access due to discrimination based on a disability.               <ol style="list-style-type: none"> <li>1.1 Step 1-The Written Complaint                   <ol style="list-style-type: none"> <li>1.1.1 The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, e.g., personal interviews or a tape recording of the complaint will be available for persons with disabilities upon request.</li> </ol> </li> </ol> </li> </ol>			

- 1.1.2 The grievant and / or his /her designee should submit the complaint to the Chief Financial Officer as soon as possible but no later than sixty (60) calendar days after the alleged violation.

1.2 Step 2- Meeting with the Chief Financial Officer and the MNPS ADA Coordinator

- 1.2.1 Within fifteen (15) calendar days after receipt of the complaint, the Chief Financial Officer and the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions.
- 1.2.2 Within fifteen (15) calendar days after the meeting, the Chief Financial Officer will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audiotape. The response will explain the position of the Metropolitan Nashville Public Schools and offer options for substantive resolution of the complaint.

1.3 Step 3-Appeal to the Director of Schools

- 1.3.1 If the response by Chief Financial Officer does not satisfactorily resolve the issue, the complainant and /or his /her designee may appeal the decision to the Director of Schools or his/her designee within (15) calendar days after receipt of the response.
- 1.3.2 Within fifteen (15) calendar days after receipt of the appeal, the Director or his/her designee will meet with the complainant to discuss the complaint and possible resolutions.
- 1.3.3 Within fifteen (15) calendar days after the meeting, the Director or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Chief Financial Officer and appeals to the Director of Metropolitan Nashville Public Schools or his/her designee will be kept for a minimum of three (3) years.

**Performance Measure/Accountability**

- Continuous evaluation of procedure to ensure efficiency and compliance with all regulations