

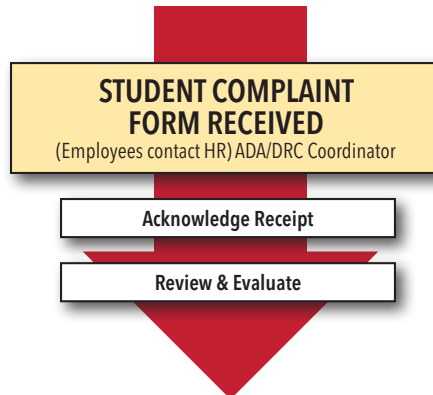
ADA Complaint Procedure Flow Chart

For CCC employee complaints, please contact:

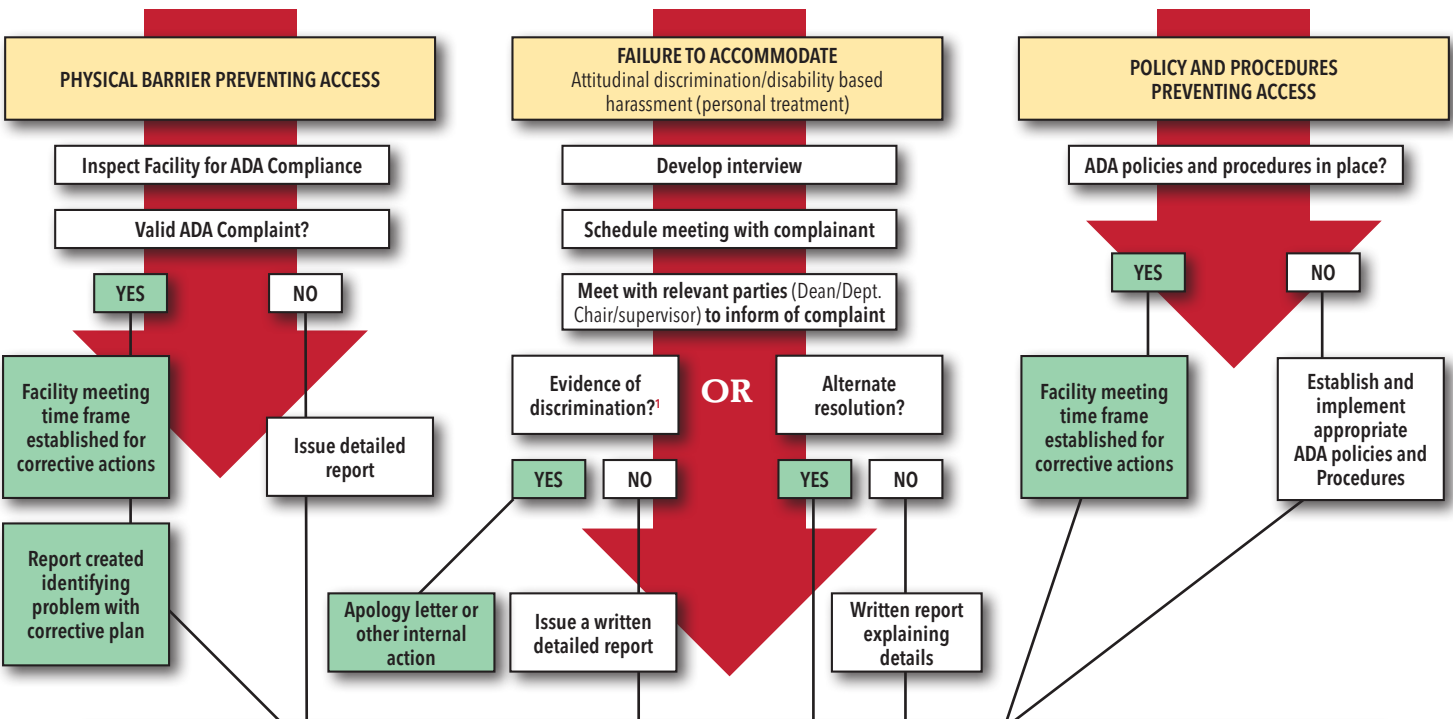
Vicki Hedges, Director of Human Resources Operations,
vickidu@clackamas.edu

For student or community complaints, please contact:

Jennifer Anderson, Associate Dean, Academic Foundations and Connections,
jennifer.anderson@clackamas.edu



CATEGORY OF COMPLAINT



Within 30 days written correspondence sent to the complainant and relevant parties which list the outcomes of the investigation². HR Compliance Specialist will review physical barrier and Director of SASS will review policy and procedure investigations/letters completed by ADA Coordinator.

Appeal - Complainant and/or relevant parties may appeal to the Dean of Human Resources (physical barriers) or Dean of AFAC (policy and procedure). HR or AFAC Dean will review and conduct additional interviews as necessary. Within 30 days a final decision will be written and sent to complainant and relevant parties.

While students are always encouraged to seek resolutions of complaints within the structure of the college policies, they may have alternate options available. US Department of Education, Office of Civil Rights 1-800-421-3481.

¹ Evidence that conduct sufficiently severe, persistent or pervasive enough to deny or limit complainants ability to participate in or benefit from the colleges programs, activities or services?

² Section 504 implementing regulation specifies that the grievance process must be both "prompt and equitable" and must incorporate due process