

IV. Investigation

The ADA Coordinator will investigate the complaint. The investigation will include, but not necessarily be limited to, interviews with the complainant and with college personnel in charge of the area in which the alleged violation occurred. All interested parties will be provided an opportunity to submit evidence relevant to the complaint, and the investigation will be conducted in a manner which protects any due process rights of parties concerned and also ensures that the institution complies with the ADA and its implementing regulations.

When the investigation is complete, the ADA Coordinator will issue a written determination concerning the validity of the complaint and a description of the resolution, if any. This statement will be provided to the complainant no later than 20 working days following receipt of the complaint.

V. Steps for Filing an Appeal

The complainant may request a reconsideration of the case in instances where he/she is dissatisfied with the resolution. Request for reconsideration should be made in writing to the President or his/her designee within 10 working days from receipt of the determination.

VI. Maintenance of Records

The ADA Coordinator will maintain files and records of the institution relating to the complaint.