



## North College Hill District Website Accessibility Policy

The North College Hill City School District Board of Education is committed to ensuring accessibility of its website for students, parents, and members of the community with disabilities.

This policy establishes the procedures whereby students, parents, and members of the public may present a complaint regarding the accessibility of any official District web presence which is developed by, maintained by, or offered through the District or third party vendors and open sources.

### **Website Accessibility**

This policy applies to the North College Hill City School District website and any official North College Hill City School District web presence which is developed by, maintained by, or offered through third party vendors and open sources. The District is committed to ensure 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 timeframe as those without disabilities, with substantially equivalent ease of use; and that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any North College Hill City School District programs, services, and activities delivered online.

All existing web content produced by the North College Hill City School District, and new, updated and existing web content provided by third-party developers, will conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents to the extent practicable.

### **Website Accessibility Concerns, Complaints and Grievances**

A student, parent or member of the public may submit a complaint related to the accessibility of any official North College Hill City School District web presence that is developed by, maintained by, or offered through the North College Hill City School District, third party vendors and/or open sources.

A complaint may be filed online by completing the Website Accessibility Complaint/Request Form which is available at [<http://www.nchcityschools.org/apps/pages/website-concerns>]. A complaint may also be filed either verbally or in writing with the District website compliance coordinator(s). Either the person who makes the

complaint or the school administrator who receives the complaint shall complete the Website Accessibility Complaint/Request Form. Complaints will be filed with the website compliance coordinator promptly. The Board designates the following individual(s) to serve as the District website compliance coordinator(s):

Laura Bubnick  
District Technology Coordinator  
(513) 931-8181  
1731 Goodman Ave., Cincinnati, OH 45239  
Bubnick.L@nchcityschools.org

The names, titles, and contact information of these individuals will be published annually in the student handbooks and on the School District's web site.

Whether or not a formal complaint or grievance is made, once the North College Hill City School District has been notified of inaccessible content, effective communication shall be provided as soon as possible to the reporting party to provide access to the information.

A complaint should include the following:

- Name (not required)
- Address (not required)
- Date of the Complaint
- Description of the problem encountered
- Web address or location of the problem page
- Solution desired
- Contact information (not required)

## Investigation Procedures

The complaint or grievance will be investigated by the website compliance coordinator or another person designated by the Superintendent.

- The investigator shall attempt to contact the student, parent, or member of the public no later than five (5) working days following the date the website accessibility compliance coordinator receives the complaint. The Complainant will be interviewed as part of the investigation if the individual is willing and available.
- Complaint investigations will be completed in a timely manner (ordinarily within fifteen (15) business days after receiving the complaint).
- The investigator shall prepare a written report of the findings and conclusions upon completion of the investigation.
- The report shall be submitted to the Superintendent, who will issue a final decision or request further investigation.

- The Superintendent/designee shall contact the Complainant upon conclusion of the investigation to discuss the findings and conclusions and actions to be taken as a result of the investigation.
- A record of each complaint and the written report made pursuant to Board Policy shall be maintained at the North College Hill City School District office in accordance with the District's record retention schedule, as well as state and federal law.

## **Retaliation**

Any act of retaliation against a person who has filed a complaint, or who has participated in the investigation is prohibited.

### **Legal References:**

42 U.S.C. §12101 et seq., Americans with Disabilities Act of 1990, as amended

29 U.S.C. §701 et. seq., Rehabilitation Act of 1973, as amended