



ADA COMPLIANCE GRIEVANCE PROCEDURE FOR NON STUDENTS AND EMPLOYEES (HUM-P044)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 Clarksville-Montgomery County School System (CMCSS) is committed to maintaining equitable practices, services, programs, and activities, which are accessible and usable by qualified individuals with disabilities.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Chief Human Resources Officer

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Human Resources Officer

4.0 PROCEDURE:

4.1 Requests for Accommodations

- 4.1.1 Persons who are not CMCSS students or employees may submit a request for accommodations to a School Principal/Department Head. Employees request for accommodations is outlined in [HUM-P042](#).
- 4.1.2 The request should be written and contain the following information: name, address, telephone number, and email of the individual requesting the accommodation; location of the program, service, activity or facility where the accommodation is required; and a description of why the accommodation is needed. A form is attached and available for use.
- 4.1.3 The School Principal/Department Head will work with the individual requesting the accommodation and within 15 days, excluding weekends and CMCSS holidays and breaks, determine a plan action and document the plan of action on the attached form which shall be sent to the Chief Human Resources Officer (CHRO).
- 4.1.4 CMCSS will keep all written requests for accommodation received via this process for at least three years.
- 4.1.5 If the response of the School Principal/Department Head does not satisfactorily address the request for accommodation, the individual making the request may file a complaint.

4.2 ADA Complaint Procedure

- 4.2.1 This procedure may be used by individuals who wish to file a complaint alleging discrimination based upon disability in the provision of services, activities, programs, or benefits by CMCSS. Employment and student related complaints of disability discrimination are governed by [HUM-P010](#).
- 4.2.2 The Director of Schools has designated that such complaints should be submitted by or on behalf of the complainant as soon as possible but not later than 60 calendar days after the alleged violation to:



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Clarksville-Montgomery County School System

Chief Human Resources Officer (CHRO)
CMCSS
621 Gracey Avenue
Clarksville, TN 37040
Direct Number: (931) 920-7913 or Main Switchboard: (931)648-5600

- 4.2.3 Complaints should be submitted in writing and contain information regarding the alleged discrimination such as name, address, phone number of complainant and location, date and description of the alleged violation. Alternative means of filing complaints will be available upon request to people with disabilities who require an alternative.
- 4.2.4 Within 15 days, excluding weekends and CMCSS holidays and breaks, the CHRO or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions.
- 4.2.5 Within 15 days, excluding weekends and CMCSS holidays and breaks, the CHRO or his/her designee will respond in writing, or where appropriate, in a format accessible to the complainant. The response will explain the position of CMCSS and offer options for substantive resolution of the complaint.
- 4.2.6 If the response by the CHRO or his/her designee does not satisfactorily resolve the issue, the complainant may appeal the decision to the Director of Schools within 15 days, excluding weekends and CMCSS holidays and breaks, after the CHRO or his/her designee mails the response to the complainant.
- 4.2.7 Within 15 days, excluding weekends and CMCSS holidays and breaks, the Director of Schools or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 days, excluding weekends and CMCSS holidays and breaks, the Director of Schools or his/her designee will respond in writing, or where appropriate, a format accessible to the complainant, with a final resolution of the complaint.
- 4.2.8 All written complaints received by the CHRO or his/her designee, appeals to the Director of Schools or his/her designee, and responses from these two offices will be retained by CMCSS for at least three years.

5.0 ASSOCIATED DOCUMENTS:

- 5.1 Request for accommodation (appendix 1)
- 5.2 [Employee Requests for Accommodation Procedure \(HUM-P042\)](#)

6.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
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Request for accommodation	Personnel File	3 years minimum	N/A	Secure Building
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7.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
6/1/18		Initial Release
8/7/2020	A	Added new language to document title, "for non-students and employees" Updates to 4.1.1 Updated 5.0 to include HUM-P042 as an associated document
9/8/23	B	Updated form name from Jeanine Johnson to Melissa Izatt

***** End of Procedure *****



Request for Accommodation

(for individuals who are not CMCSS students or employees)

Name of person requesting accommodation: _____

Home Address: _____
Street City State and Zip Code

Telephone: _____

Email: _____

Location (School/Department) to whom request submitted: _____

Location of program, activity or service where accommodation is requested (if different than above):

Description of accommodation(s):

Why the accommodation(s) is/are needed:

Action(s) taken:

Signature: _____ Date: _____
Person requesting accommodation

Signature: _____ Date: _____
Principal/Department Head

Send completed form to: CHRO Melissa Izatt, Central Office, 621 Gracey Avenue
(931)920-7913 (931)920-9913 (facsimile) Email – Melissa.Izatt@cmcss.net