


<b>Chapter:</b>	6 – Administration
<b>Section:</b>	6.26 – Grievance Procedures for Section 504/Title II ADA
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<b>Effective Date:</b>	December 5, 2024

This procedure may be used by anyone who wishes to file a grievance or complaint alleging a failure to accommodate and/or discrimination on the basis of disability in the provision of website services, activities, programs, or benefits by the Nevada Department of Education (NDE). Please note that this does not govern employment-related complaints alleging a failure to accommodate and/or disability discrimination; this is governed by the state’s personnel policies. Please review the following procedures regarding the grievance process.

**6.26.1 – FILING A GRIEVANCE**

<b>The following work instruction provides the step-by-step procedures for filing a complaint with the Nevada Department of Education.</b>	
<b>Filing a Grievance</b>	<ol style="list-style-type: none"> <li>The complaint should be submitted by the complainant and/or their designee as soon as possible, but no later than <b>60 calendar days</b> after the alleged violation.</li> <li>The complaint should be in writing via mail or email and contain information about the alleged discrimination. Upon request, an alternative method for filing grievances, such as personal interviews or an audio recording of the complaint, will be made available.</li> <li>The complaint must detail the following information:             <ol style="list-style-type: none"> <li>The name, address, and phone number of the complainant;</li> <li>The name of the website against whom the complaint is filed; and</li> <li>A statement of the problem.</li> </ol> </li> <li>Please submit all complaints to:              NDE Website Compliance Administrator(s)              Office of the Superintendent of Public Instruction              2080 East Flamingo Road, Suite 210              Las Vegas, Nevada 89119  <a href="mailto:webinfo@doe.nv.gov">webinfo@doe.nv.gov</a> </li> </ol>

**6.26.2 – RESPONDING TO A GRIEVANCE**

<b>The following work instruction provides the step-by-step procedures for responding to a complaint submitted to the Nevada Department of Education.</b>	
<b>Responding to a Grievance</b>	<ol style="list-style-type: none"> <li>Within <b>48 hours</b> (or two business days) of receipt of the complaint, NDE’s Website Compliance Administrator(s) – specifically, the Webmaster and Public Information Officer – shall confirm receipt of the complaint and begin an investigation.</li> </ol>

	<ol style="list-style-type: none"><li>2. As applicable, the Website Compliance Administrator(s) or their assigned liaison will meet with the complainant to discuss the complaint and the possible resolutions.</li><li>3. Within <b>45 calendar days</b> from receipt of the complaint, NDE’s Website Compliance Administrator(s) or their assigned liaison shall respond in writing to the complainant addressing their concerns.<ol style="list-style-type: none"><li>a. When applicable, this response may be provided in a format accessible to the complainant, such as large print or audio recording.</li></ol></li><li>4. This response must explain the position of NDE, to include, as applicable, options for resolution of the complaint and/or notice of remediation efforts.</li></ol>
<p><b>Appealing the Grievance</b></p>	<ol style="list-style-type: none"><li>5. If the response does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within <b>15 calendar days</b> after receipt of the response. This appeal shall be sent to the NDE Website Compliance Administrator(s) per 6.26.2.4.</li><li>6. If the NDE response to the grievance appeal does not satisfactorily resolve the issue, the complainant and/or their designee may report the complaint to the U.S. Department of Education or the State of Nevada ADA Assistance Office.</li><li>7. All written complaints received by NDE, to include all documentation and responses related to the complaint, shall be retained by NDE for at least three years.</li></ol>