**Grievance Procedures for Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act**

The Urbandale Community School District has established the following complaint/grievance procedures for the Section 504 Plan processes or placements:

1. Any person with a complaint or concern regarding a Section 504 Plan is encouraged to first talk with the Section 504 Building Coordinator and the building administrator.
2. If the matter is not satisfactorily resolved, the grievant shall file a written complaint and meet with the Director of Student Services/District Coordinator of Section 504 to attempt to resolve the complaint. Director of Student Services/District Coordinator of Section 504 will act as a mediator, and help the parents and the school consider and/or develop alternatives to the dispute. The Director of Student Services/District Coordinator of 504 shall meet with the complainant within ten working days of receipt of the complaint and shall indicate the disposition in writing within ten working days of the meeting, or shall indicate that additional time is necessary to dispose of the complaint.
3. If impasse continues following meeting with the Director of Student Services/District Coordinator of Section 504, the parent may then request a meeting with the Superintendent of the Urbandale Community School District. The Superintendent or his/her designee shall meet with the grievant within ten working days of receipt of the complaint and shall indicate the disposition in writing within ten working days of the meeting, or shall indicate that additional time is necessary to dispose of the complaint.
4. If the complainant feels that the matter is not satisfactorily resolved, the parent or district may contact the Office of Civil rights (OCR). An external grievance procedure is always available. At no time shall the internal grievance procedure prevent a grievant form contacting the:

*U.S. Office of Civil Rights*

*U.S. Department of Education*

*111 N. Canal Street, Suite 1053*

*Chicago, IL 60606-7204*

*312.886.8434*

*Iowa Civil Right Commission*

*400 E. 14th Street*

*Des Moines, Iowa 50319-1004*

*515.281.4121*

For Urbandale Community School District Board Policy see:

Board Policy 602 <http://www.urbandaleschools.com/policy.php?policySubID=13&policyID=361>