

## **GRIEVANCE PROCEDURE**

McHenry County College has adopted this grievance procedure to assure the prompt and equitable resolution of complaints that the College has violated the ADA or Section 504, including complaints alleging retaliation for having complained of or opposed a violation of the ADA or Section 504.

Any student who wishes to make a complaint of a violation of the ADA or Section 504, including a complaint of retaliation, may do so by contacting the Manager of Access and Disability Services. The College prefers to receive complaints in writing, although alternative methods of communication, such as a personal or telephone interview, e-mail, or a tape recording, are acceptable. All complaints must be signed by the complainant. The complainant must provide his or her name and address and describe the alleged violation in as much detail as possible, including the date(s) and people involved. The College asks that the complainant make the complaint as soon after the alleged violation as possible, in order to allow a prompt investigation. All complaints must be filed within 180 days of the event or activity which is the subject of the complaint.

Upon receiving the complaint, the Manager of Access and Disability Services or designee thereof will promptly investigate the complaint and determine whether the complaint can be resolved. When the investigation is complete, the Manager of Access and Disability Services will communicate to the complainant the result of the investigation and any resolution.

If the complaint relates to a requested accommodation, and the Manager of Access and Disability Services determines that a requested accommodation would result in a fundamental alteration in the nature of the College's programs, services, or activities, or is an undue financial or administrative burden, the Manager of Access and Disability Services will provide the complainant with a written statement of the reasons for reaching this determination. The Manager of Access and Disability Services will also work with the complainant to attempt to identify alternative action by the College that would not result in such an alteration or such burdens, but would nevertheless ensure that the complainant receives the benefits and services of the College's programs and activities.

If the complainant is dissatisfied with the Manager's response, he or she may request reconsideration. The complainant may request reconsideration by submitting a written request to:

Adriane Hutchinson, Dean of Academic Development  
McHenry County College  
8900 U.S. Highway 14, Room A247  
Crystal Lake, Illinois 60012  
Phone: (815) 479-7829  
Email: [ahutchinson7231@mchenry.edu](mailto:ahutchinson7231@mchenry.edu)

The government enforcement agency for the ADA and Section 504 is the Office for Civil Rights. Complaints to that agency may be directed to:

Chicago Office  
Office for Civil Rights  
U.S. Department of Education  
Citigroup Center  
500 W. Madison Street, Suite 1475  
Chicago, Illinois 60661  
Phone: (312) 730-1560  
FAX: (312) 730-1576; TDD: (877) 521-2172  
Email: [OCR.Chicago@ed.gov](mailto:OCR.Chicago@ed.gov)