

RCPS Complaint Resolution Procedures for Section 504

The best solutions to parent/legal guardian or student concern(s) occur at the school level. Therefore, the first option in resolving concern(s) should involve the school principal or School Section 504 Chair, working informally with the parent/legal guardian or student to a mutually acceptable resolution of the concern(s).

If the concern(s) cannot be resolved informally and the parent/legal guardian or student (“Complainant”) chooses to invoke the following procedures, the Complainant must complete and submit a Section 504 Complaint (“Complaint”) to the District 504 Coordinator within **30 calendar days** from decision or occurrence complained of, or from the last informal meeting with the school principal or School Section 504 Chair. The Section 504 Complaint form can be obtained by contacting the District 504 Coordinator (see contact information below). Concerns not addressed in the Complaint will be waived.

Within 10 school days of the receipt of the Complaint, the District 504 Coordinator or designee will review the Complaint and schedule a meeting with the Complainant to hear the concerns addressed in the Complaint. Both parties will decide whether to seek voluntary mediation or render a decision regarding the Complaint and submit it in writing to the Complainant.

If the mediation was unsuccessful or if the Complainant is not satisfied with the decision rendered by the District 504 Coordinator or designee, Complainant has 10 school days to invoke, in writing, the desire to pursue one of the following options:

- (a) If the complaint relates to the student’s identification, evaluation, program or placement, the Complainant and/or the District may give written notice to the District 504 Coordinator by submitting a Request for 504 Impartial Hearing (“Request for Hearing”). The request will be acknowledged in writing and the hearing will be scheduled within 10 days from receiving the Complainant’s Request for Hearing. The Hearing Officer will conduct the hearing within 45 calendar days of receipt of request. See Section 504 Impartial Hearing Procedures, Attachment B.
- (b) If the Complaint relates to alleged disability discrimination or retaliation, the Complainant may invoke Board Policy JCA, the district's discrimination grievance policy. If the Complainant opts to invoke Board Policy JCA, then all timelines within JCA will govern. The Board’s grievance policy and procedures are available at www.rockdaleschools.org, or may be requested from the District 504 Coordinator or school principal.

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If either the Complainant or the District is not satisfied with the decision rendered by the hearing officer, the Complainant or District may initiate legal proceedings in a court of competent jurisdiction.

Contact the Rockdale County Public Schools District 504 Coordinator for the Section 504 Complaint Form:

April Fallon
Director of Community and Student Support and District Section 504 Coordinator
1131 West Avenue
Conyers, GA 30012
Phone: (770) 860-4273

United States Department of Education, Office for Civil Rights (“OCR”) investigates complaints against school districts within its jurisdiction and monitors and enforces compliance of Section 504 laws and regulations. The OCR may be reached at United States Department of Education, Office for Civil Rights, 61 Forsyth Street SW, Suite 3B70, Atlanta, GA 30303-8927.