

LOS ANGELES COMMUNITY COLLEGE DISTRICT
ADMINISTRATIVE REGULATION B-31
TOPIC: **Accommodation or Barrier Removal
Requests and Appeals**

Contents

I. APPLICABILITY OF REGULATION 1
II. SERVICE REQUEST 2
III. FIRST STEP APPEAL FOR SERVICE REQUEST 2
IV. FINAL APPEAL FOR SERVICE REQUEST 3

I. APPLICABILITY OF REGULATION

The Los Angeles Community College District is dedicated to ensuring that all programs, services, benefits, activities and facilities operated or funded by the District and its nine colleges are fully accessible to and useable by people with disabilities.

This regulation is intended to apply to members of the public, including students, who seek an accommodation or barrier removal for a District service or activity not covered by other District procedures.

Applicants for employment for classified (non-academic) positions may request an accommodation through the Personnel Commission.

Applicants for employment for academic positions may request an accommodation by contacting the Human Resources Department where the recruitment was generated.

Current employees may request an accommodation for their work-related matters through the process in Administrative Regulation B-32.

Students may request an accommodation for academic programs through the process in Administrative Regulation E-100.

The ADA Compliance Administrator oversees the implementation and local enforcement of the District's obligations under the ADA and other federal and state disability civil rights laws and accessibility standards. Notice of

this procedure shall be published and maintained regularly by the ADA Compliance Administrator.

II. SERVICE REQUEST

Members of the public who need a modification or accommodation to a program, service, or activity of the District should make that request at the location where the accommodation is needed (i.e., the specific department of the college or the Educational Service Center (ESC)). An accommodation or barrier removal request can begin in a number of ways including by letter, an e-mail note, phone call or by using a request form.

If a request is urgent and the requester needs an immediate response, he or she should indicate the urgency in the request. Staff will make its best efforts to respond within one (1) business day upon receipt.

If the request is not urgent, the College or ESC will contact the requester to acknowledge receipt by US Mail or e-mail within five business days after receipt.

The written Service Request for Accommodation or Barrier Removal form should be used to help clarify the request.

After reviewing the request, if the College or ESC needs time to provide the service or barrier removal requested, the requester will be notified of the proposed action and the proposed time frame.

III. FIRST STEP APPEAL FOR SERVICE REQUEST

If the requester believes that the college or ESC has not responded satisfactorily to the request, the requester may file an appeal with the ESC or College's designated ADA Coordinator. The District's ADA Compliance Administrator is responsible for maintaining the list of designated ADA Coordinators, and ensuring its publication on the applicable websites.

The official Service Request Appeal form must be used. If assistance in the filing of a complaint is needed, the requester should contact the ADA Compliance Office at the ESC.

Within 15 calendar days after receipt of the First Step Appeal, the ADA Coordinator or designee will meet with the requester to discuss the appeal and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or designee will respond in writing, and where appropriate,

in a format accessible to the requester. The response will explain the position of the District and offer options for substantive resolution of the matter.

IV. FINAL APPEAL FOR SERVICE REQUEST

If the First Step Appeal efforts to remedy accessibility or services issues are not successful, final appeals should be addressed to the ADA Compliance Administrator.

The official Service Request Appeal form must also be used to submit a final appeal of service request directed to the ADA Compliance Administrator, who can provide assistance in completing the written form if needed.

Within 15 calendar days after receipt of the appeal, the ADA Compliance Administrator or designee will meet with the requester to discuss the appeal and possible resolutions. Within 15 calendar days after the meeting, the ADA Compliance Administrator or designee will respond in writing, and, where appropriate, in a format accessible to the requester, with a final resolution of the appeal.

All written appeals received by the ADA Coordinators, ADA Compliance Administrator and their designees, and responses from these offices will be retained by the District for at least three years.

If the requester is unable to resolve the issue through the ADA Service Request Appeal process, discrimination complaints should be addressed to the District's Office of Diversity Programs.

Original Issue Date: February 10, 2014
Initiated by: ADA Compliance Administrator
Dates of Changes: