



### SFUSD ACCESSIBILITY GRIEVANCE FORM

**INSTRUCTIONS:** Please use this form to describe your complaint regarding physical barriers to accessing SFUSD programs, services, activities and facilities because of your or another’s disability. If you need assistance with completing this form because of your disability, please contact the SFUSD Office of Equity at (415) 355-7334.

Please submit the completed complaint form by mail to:

SFUSD Office of Equity  
555 Franklin Street, 3<sup>rd</sup> Floor  
San Francisco, CA 94102  
OR by e-mail to [equity@sfusd.edu](mailto:equity@sfusd.edu).

#### I. YOUR CONTACT INFORMATION

Name:

Address:

City:

State:

Zip Code:

Home Phone Number:

Mobile Phone Number:

Email:

#### II. COMPLAINANT

You are filing this complaint on behalf of:

Parent/Guardian

Student

Witness to Incident

Other

#### III. SCHOOL OR DISTRICT FACILITY INFORMATION

School or District Facility Name:

School or District Facility Address:

School or District Program/Activity involved (e.g. class day, field trip, after school program, parent meeting, etc.):

#### IV. BASIS OF COMPLAINT

Please check the applicable box(es) next to the type of facilities access problem you experienced. A facilities access barrier includes inability or difficulty using a facility or part of a facility, or being denied access to a facility or part of a facility because of a physical barrier.

- |                                                              |                                                                                                                                      |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Sidewalk                            | <input type="checkbox"/> Parking                                                                                                     |
| <input type="checkbox"/> Curb ramp                           | <input type="checkbox"/> Entrance/exit                                                                                               |
| <input type="checkbox"/> Passenger loading zone              | <input type="checkbox"/> Hallway                                                                                                     |
| <input type="checkbox"/> Ramp/lack of ramp                   | <input type="checkbox"/> Stairs                                                                                                      |
| <input type="checkbox"/> Handrails                           | <input type="checkbox"/> Elevators/Lifts                                                                                             |
| <input type="checkbox"/> Doors                               | <input type="checkbox"/> Signage/lack of signage                                                                                     |
| <input type="checkbox"/> Drinking fountains                  | <input type="checkbox"/> Restrooms                                                                                                   |
| <input type="checkbox"/> Playground/play structure equipment | <input type="checkbox"/> Emergency evacuation procedures                                                                             |
| <input type="checkbox"/> Athletic/Gymnasium equipment        | <input type="checkbox"/> Seating                                                                                                     |
| <input type="checkbox"/> Tables, Desks or Counter surfaces   | <input type="checkbox"/> Path of travel/accessible route                                                                             |
| <input type="checkbox"/> Communication Elements and Features | <input type="checkbox"/> Elements in Special Rooms and Spaces<br>(cafeteria, computer lab, science lab,<br>auditorium, library etc.) |
| <input type="checkbox"/> Other – Describe:                   |                                                                                                                                      |

Provide a description of the specific location at the site where you experienced a barrier to accessing a School/District program. Where relevant, include street names, cross street, floor of the building, classroom number, and the program or activity name.

Provide a description of the type of incident(s) you experienced that led to this complaint, in as much detail as possible.

Date(s) you experienced the barrier(s) to access:

List the individuals involved in the incident(s):

List any witnesses to the incident(s):

What steps, if any, have you taken to resolve this matter before filing a complaint:

Please attach any other supporting information you have, including photographs. Please list the information you are enclosing:

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Signature of Person Filing Complaint

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Date

## **Grievance**

Any individual, or a specific class of individuals, who has/have been subjected to disability discrimination with respect to access to a school or District facility may file an ADA Grievance **within six months** of the alleged violation. Grievances should be filed with the SFUSD Office of Equity and will be investigated by the ADA Coordinator. All other complaints of disability discrimination should be filed using the Uniform Complaint Procedure.

## **Grievance Timeline**

- An ADA grievance must be filed within six months from the date of the incident, or six months from the date the complainant first obtained knowledge of the facts of the alleged discrimination. The time for filing may be extended for up to 90 calendar days by the ADA Coordinator for good cause and upon written request by the complainant setting forth the reasons request for the extension.
- Within 10 business days of the Office of Equity's receipt of the grievance, the ADA Coordinator will begin an investigation of the grievance.
- Within one business day of initiating the investigation, the ADA Coordinator will contact the Complainant and/or the Complainant's representative and provide an opportunity to present the information contained in the grievance and provide any evidence, or information leading to evidence, to support the allegations in the complaint. Evidence or information may be presented to the ADA Coordinator at any time during the investigation.
- Unless extended by written agreement with the complainant, the ADA Coordinator will send a written report of the investigation and decision within 60 calendar days of the district's receipt of the Grievance.
- Any complainant who is dissatisfied with the ADA Coordinator's findings may file a complaint with the U.S. Department of Education's Office for Civil Rights.
- Complainants are not required to utilize the District's grievance procedure prior to seeking remedies before civil courts or other public agencies.