



## Section 504 Complaint Procedures

The best solutions to parent concerns often occur at the school level. Therefore, the Baldwin County Public School System encourages parents to attempt to resolve concerns by working with the building principal, the building Section 504 coordinator, and other appropriate staff in order to reach a joint resolution of the issue. However, regardless of whether a parent attempts to resolve the issue at the building level, a parent may file a formal complaint under Section 504 through the following process:

1. Parent completes and submits a Section 504 Complaint Form to the Baldwin County School System's Section 504 Coordinator. The form may be mailed to this address: submitted via e-mail to [ddunton@bcbe.org](mailto:ddunton@bcbe.org) or mailed to Professional & Academic Complex 19812 Underwood Road, Foley, AL.

2. The complaint should be as detailed as possible, and it should describe why the parent believes that his/her concerns raise an issue under Section 504.

3. The Baldwin County School System's Section 504 Coordinator will conduct an investigation of the allegation(s).



4. The parent, as well as the Baldwin County School System staff, will have an opportunity to provide evidence, including documents and witnesses.

5. The Baldwin County School System's Section 504 Coordinator will issue a written decision about the complaint within 30 calendar days of receipt of the complaint, and a copy of the decision will also be shared with the student's parent/guardian.



6. The written decision will contain suggested resolutions to the parent's concerns.

7. If the parent/guardian is not satisfied with the resolution of his/her complaint, the parent may request a review of the complaint by the Superintendent (or his designee).

8. The Superintendent (or his designee) will respond to the parent's request for review within 10 calendar days of receiving the request.

If the parent is still dissatisfied after the Superintendent's review, or at any time during the Baldwin County School System's complaint resolution process, the parent has three additional options:

- Request an impartial due process hearing
- Request mediation
- File a formal complaint with the Office for Civil Rights

