



## **Orleans Parish School Board (OPSB) Grievance Procedures under Section 504 and Title II of the American with Disabilities Act (ADA)**

Disability based harassment includes unwelcome conduct based on an individual's (e.g., student's) actual or perceived disability. Harassers can be students, school staff, or even someone visiting the school, such as a student or employee from another school. Disability harassment can take many forms, including slurs, taunts, stereotypes, or name-calling, as well as disability motivated physical threats, attacks, or other hateful conduct.

Grievances may be submitted by OPSB students, parents/guardians of OPSB students, and OPSB employees who allege disability based discriminatory action by OPSB employees, OPSB students, and third parties. The following procedures apply to such grievances.

Grievances must be submitted to the appropriate "Coordinator" within 180 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.

### **Coordinator for Section 504 Grievances:**

Dr. Shayla Guidry Hilaire  
Executive Director, Exceptional Children's Services  
3520 General DeGaulle Drive  
Suite 2060  
New Orleans, LA 70114  
(504) 304-4988

### **Coordinator for ADA-Title II Grievances:**

Dr. Shayla Guidry Hilaire  
Executive Director, Exceptional Children's Services  
3520 General DeGaulle Drive  
Suite 2060  
New Orleans, LA 70114  
(504) 304-4988

The Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation shall be adequate, reliable, and impartial. The investigation shall afford an equal opportunity to present witnesses and submit evidence relevant to the complaint.

The Coordinator (or her/his designee) will issue a written decision on the grievance no later than 30 days after its filing. A copy of the decision shall be provided to each party.

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The person filing the grievance (“complainant”) may appeal the decision of the Coordinator by writing to the Superintendent within 15 days of receiving the Coordinator’s decision. The OPSB assures that the appeal shall be conducted in an impartial manner by an impartial decision-maker. The Superintendent (or designee) shall issue a written decision in response to the appeal no later than 30 days after receiving the complainant’s appeal.

If the investigation yields a determination that discrimination has occurred, the OPSB shall take affirmative steps to prevent recurrence of such discrimination and appropriately address discriminatory effects, if any, on the complainant and others.

The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U. S. Department of Education, Office for Civil Rights (OCR).

Retaliation is prohibited against any person involved in the grievance or investigation process, including the complainant or any other participant.

The OPSB shall keep the complaint and the investigation confidential to the extent provided by applicable federal and Louisiana law.

## Time Line Extensions

The Coordinator may request in writing an extension of decision time lines if received by the complainant within 20 days of the Coordinator’s receipt of the complaint. The request must include reasons for the request. The extension request may not exceed 10 days.

The complainant may request in writing an extension of appeal time lines if received by the Coordinator within 10 days of the complainant’s receipt of the Coordinator’s decision. The request must include reasons for the request. The Coordinator’s decision to grant the extension and, if granted, its duration is final.

Once a complaint has been received by the Coordinator, Winter/Christmas holiday break time shall not be included in the calculation of any grievance time line.

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