Accessibility Complaint Process Flow

**Individual Reporting Barrier**
- Encounters issue, submits via web form, phone, email, or postal mail

**Office or Division Representative**
- Receive via Web Form?
  - YES: Receives Preliminary Response
  - NO: Enters information into Web Form

**CTO, Deans, VP, DSPS Director, and/or other Campus Officials**
- Creates Ticket
- Investigate Issue

**48 Business Hour Window (6 Business Days)**
- If Technology Application Follow-up Needed:
  1. Define issue and specify priority level
  2. Notify necessary campus parties
  3. Specify acceptance criteria that all parties agree
  4. Updates individual
  5. Determine possible interim solution if necessary

- Receives update and coordinates with representative for possible alternative interim solution
- Receives final resolution if technology application follow-up was needed
- Works until issue is resolved/concluded, communicates with individual, documents completion date on ticket.

Reference California Community Colleges Accessibility Center Website:
https://cccaccessibility.org/campus_plan/complaint_processes

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