

LEARN GRIEVANCE PROCEDURE FOR TITLES VI AND IX, SECTION 504

Informal

- A. Any student, parent/guardian, staff member, or applicant to a program who feels that he/she has been discriminated against on the basis of race, color, national origin, sex, or handicap shall contact the designated Compliance Coordinator within 30 days of the alleged occurrence to discuss the nature of the complaint. The Compliance Coordinator shall maintain a written record which shall contain the following:
1. Full name and address of the complainant
 2. Full name and position of the person(s) who allegedly discriminated against the complainant.
 3. A concise statement of the facts constituting the alleged discrimination.
 4. Dates of the alleged discrimination.
- B. At the time the alleged discrimination complaint is filed, the Compliance Coordinator shall review and explore grievance procedures with the complainant and answer any questions. The Compliance Coordinator shall begin investigating the complaint as soon as practical, but in no case, more than ten (10) working days from the time the complaint was received. Within this time limit the Compliance Coordinator shall meet informally with the complainant and the individual(s) against whom the complaint was lodged, and shall provide confidential counseling where advisable and shall finally seek an informal agreement between the parties concerned. Every attempt shall be made to seek a solution and resolve the alleged discrimination complaint at this level.
- C. If the complainant is not satisfied with these initial informal procedures and within twenty (20) working days from the date of the original discussion with the Compliance Coordinator, more formal procedures may be initiated by the complainant to future explore and resolve the problem internally.

Formal Procedure

A. Level One - Diamond Program Coordinator/Director

1. The grievant shall file a written formal grievance with a diamond program coordinator/director specifying the alleged discrimination.
2. Within five (5) working days after the receipt of this formal grievance, the diamond program coordinator/director will hold a meeting with the grievant.
3. The diamond program coordinator/director shall, within four (4) working days after the hearing, render a decision and reasons in writing to the grievant.

B. Level Two - Executive Director

1. If the grievant is not satisfied with the disposition of the grievance at Level One, the grievant, within five (5) working days after the decision or seven (7) working days after the Level One meeting, file the grievance with the Executive Director.
2. The Executive Director shall, within five (5) working days after the receipt of the grievance, meet with the grievant.

3. The Executive Director shall, within five (5) working days after such meeting, render a decision and the reasons in writing to the grievant.

C. Level Three - LEARN

1. If the grievant is not satisfied with the disposition of his/her grievance at Level Two, he/she may, within five (5) working days after the receipt of the decision or eight (8) working days after the meeting with the Executive Director, file the grievance with the LEARN Board of Directors.

2. The LEARN Board of Directors or a committee thereof shall, within ten (10) working days after the receipt of the grievance, meet with the grievant for the purpose of resolving the grievance.

3. The LEARN Board of Directors or a committee thereof shall, within five (5) working days after such meeting, render its decision and the reasons in writing to the grievant.

Any person may also file a complaint of illegal discrimination with the Office for Civil Rights, Washington, D.C., at the same time he/she files the grievance during or after use of the grievance process, or without using the grievance process at all. If a complaint is filed with the Office for Civil Rights, it must be filed in writing no later than 180 days after the occurrence of the possible discrimination.

Compliance Coordinator for Title VI
and Section 504

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