

Section 504, Title II, and Age Act Grievance Procedures

Grievance procedures for formal, written grievances by complainants who are considering bringing a formal grievance may at any time meet with the InspireNOLA Coordinator, who ensures the rights of employees, students, and third parties under Section 504, Title II, and Age Act protections. The designated Coordinator, who will discuss the matter and describe the formal grievance process, can be reached in person or through the submission of a written grievance at:

Candice Frazier – Section 504, Title II, and Age Act Coordinator
Executive Director of Human Resources
2401 Westbend Pkwy, Suite 4040
New Orleans, LA 70114
(504) 227-3057 or
Candice.Frazier@inspirenolaschools.org

- a. A formal grievance process is initiated when a complainant submits a written statement to the InspireNOLA Coordinator alleging discrimination or harassment on the basis of race, color, national origin, sex, disability, religion, sexual orientation, gender identity, gender expression, age, or any retaliation for exercising rights relevant to Section 504, Title II, and/or the Age Act. In the statement, the complainant is encouraged to request any relief sought from InspireNOLA. Prompt submission of formal grievances is encouraged.
- b. The InspireNOLA Coordinator will consider the written grievance, and may dismiss the grievance without further process or review if the InspireNOLA Coordinator determines that the grievance on its face is outside the scope of these grievance procedures. Retaliation against an individual for filing a complaint or cooperating in an investigation is strictly prohibited, and the school will take actions necessary to prevent such retaliation.
- c. If the grievance is not dismissed, the InspireNOLA Coordinator will interview the individual who submitted the written statement. Depending on the circumstances, the InspireNOLA Coordinator may also interview others with relevant knowledge, review documentary materials, and take any other appropriate action to gather and consider information relevant to the grievance through a thorough and impartial investigation process. The InspireNOLA Coordinator will also make reasonable effort to interview the alleged discriminator(s)/harasser(s), if such persons are identified by the complainant or by other gathered evidence. Additionally, the complainant and any alleged discriminator(s)/harasser(s) identified will be notified that they may present witnesses and evidence to the InspireNOLA Coordinator. The investigation shall be carried on discreetly, maintaining confidentiality insofar as reasonably possible while conducting an effective investigation.
- d. The InspireNOLA Coordinator will determine whether the complainant was subjected to discrimination or harassment under any InspireNOLA program or activity, using a preponderance of the evidence standard. During this process, the InspireNOLA Coordinator will prepare a written report setting forth findings, conclusions, and actions to be taken, if any, with all involved parties.
- e. While the time it may take to investigate and resolve a grievance will depend on a variety of factors, including the nature and scope of the allegations, the InspireNOLA Coordinator will seek

to resolve the grievance within 60 working days of receipt of the grievance. Within this timeframe, the investigation of the grievance will be completed by day 45 of the outlined process, and both parties involved will receive a response regarding the outcome of the complaint by day 60 of the outlined process. Throughout the process, the InspireNOLA Coordinator will keep the participants informed of the status of the investigation.

- f. Upon resolution of the grievance by the InspireNOLA Coordinator, all parties will be made aware of the outcome through written notification. A complainant or respondent (respondent defined as the individual alleged to have engaged in the discriminatory conduct) who is dissatisfied with the final decision of the Coordinator has the right to appeal the decision. An appeal can be filed within 15 working days after receiving written notice of the investigation's outcome. If an appeal is filed, both parties will receive the results of the appeal by day 30 from the date that the appeal was filed. Appeals will be handled using the above outlined grievance procedures, and the point of contact to appeal a decision is:

Latoye Brown– Deputy Coordinator
Chief of Strategy & Advancement
2401 Westbend Pkwy, Suite 4040
New Orleans, LA 70114
Latoye.Brown@inspirenolaschools.org

- g. If any investigation determines that discrimination or harassment occurred, the school will take steps to address the problem and prevent its recurrence.