

**General Institution**

**AP 3412 504/ADA ACADEMIC ACCOMMODATIONS AND COMPLAINTS**

**References:**

Sections 504 and 508 of the Rehabilitation Act of 1973;  
Americans with Disabilities Act of 1990

Cerritos College prohibits discrimination against any person, on the basis of a physical or mental disability, in any program or activity of the college. Any student or applicant for admission who believes he or she, or any individual, has been subject to a discriminatory action on the basis of a physical or mental disability, including harassment, may file a complaint through the following procedures. An individual may also file a complaint directly with the United States Department of Education Office for Civil Rights.

**Step I Informal Complaint Procedure**

The complaining party should first discuss the complaint with the individual(s) involved or with the Section 504/ADA Coordinator, except if the complaint is against the Coordinator or someone or something under the Coordinator's supervision, in which case the complaint should be discussed with the Diversity/Compliance/Title IX Officer. The 504/ADA Coordinator or Diversity/Compliance/Title IX Officer will contact all parties concerned and attempt to reach some resolution of the problem. If the complaint cannot be informally resolved within ten working days, the complaining party may then proceed to file a formal complaint. At the time the complaint is raised, the complaining party will be informed that the informal complaint procedure is optional.

The Section 504/ADA Coordinator may be contacted in the Office of Human Resources at 562-860-2451, ext. 2276.

The Diversity/Compliance/Title IX Officer may be contacted in the Office of Human Resources and at 562-860-2451, ext. 2276.

**Step II Formal Complaint Procedure**

In the event the complaint is not resolved by the 504/ADA Coordinator or the Diversity/Compliance/Title IX Officer at Step I, or if the complainant chooses not to pursue the informal complaint process, the complainant may follow the procedure provided in AP 3435 beginning at "Intake and Processing of the Complaint" with the Vice President of Human Resources and/or designee. AP 3435 shall be utilized to provide for the formal complaint procedure regarding the District's 504/ADA Complaint Procedure.

33 Office of Primary Responsibility: Vice President, Student Services  
34 Vice President, Human Resources

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**Date Approved:** April 11, 2016

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**Dates Reviewed:** January 16, 2019; October 10, 2022