



# ACCESSIBILITY COMPLAINT PROCESS

## Step 1

Individual reporting barrier submits issue via phone, email or postal mail using the following:

(805) 546-3129

[accessibility@cuesta.edu](mailto:accessibility@cuesta.edu)

P.O. Box 8106  
San Luis Obispo, CA 93403

## Step 2

The Human Resources Office is responsible for receiving accessibility complaints. Once a complaint is received, the Human Resources department will complete the following:

1. Notify the appropriate department responsible for the area of concern.
2. Investigate the issue.
3. Communicate to the reporting individual the status no more than 72 hours after the complaint was received.

If an accessibility issue is discovered that affects Assistive or Information/Communication Technologies, the Human Resources individual assigned to the complaint will do the following:

1. Consult with the Executive Director Information Technology, Director Disabled Students Programs Services, and the Dean for Student Services and/or appropriate staff.
2. Document the existing accessibility issue and acceptance criteria.
3. Identify the priority to resolve the accessibility issue.
4. Provide additional communication to the reporting individual and coordinate an interim solution.

## Step 3

1. All campus staff involved in resolving the complaint will develop a timeline to resolve the issue.

2. The Human Resources officer assigned to the complaint will communicate with the reporting individual.

3. The Human Resources officer assigned will document the resolution, timeline, and resolved date.