



School Website Accessibility Policies (Sample)

Below you will find a sample website accessibility policy compliant with OCR recommendations. In order to comply with [Section 504 of the Rehabilitation Act of 1973](#) and [Title II of the Americans with Disabilities Act of 1990](#), websites must meet the Web Content Accessibility Guidelines (WCAG) as instituted by the World Wide Web Consortium's (W3C) Web Accessibility Initiative (WAI) or risk non-compliance complaints with the U.S. Department of Education's [Office for Civil Rights \(OCR\)](#).

To help your school demonstrate compliance, your school must adopt a website accessibility policy. Feel free to edit this one for your needs. It has been used by other schools and previously approved by the OCR.

Sample School Website Accessibility Policy

This is a sample website accessibility policy. Your school's website accessibility policy should be included as part of your completed policy manual.

The [District/School Name] is committed to ensuring accessibility of its website for students, parents, and members of the community with disabilities. All pages on the [District/School's] website will conform to the W3C WAI's Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents of these guidelines.

The [Superintendent/School Director] is directed to establish procedures whereby students, parents, and members of the public may present a complaint regarding a violation of the Americans with Disabilities Act (ADA), Section 504 and Title II related to the accessibility of any official District web presence which is developed by, maintained by, or offered through the District or third party vendors and open sources.

Website Accessibility

With regard to the [District/school] website and any official [District/school] web presence which is developed by, maintained by, or offered through third party vendors and open sources, the [District/School] is committed to compliance with the provisions of the Americans with Disabilities Act (ADA), Section 504 and Title II so that students, parents and members of the public with disabilities are able to independently acquire the same information, engage in the same interactions, and enjoy the same benefits and services within the same timeframe as those without disabilities, with substantially equivalent ease of use; and that they are not excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any [District/School] programs, services, and activities delivered online.

All existing web content produced by the [District/School], and new, updated and existing web content provided by third-party developers, will conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA conformance, or updated equivalents, by [Date]. This Regulation applies to all new, updated, and existing web pages, as well as all web content produced or updated by the [District/School] or provided by third-party developers.



The [designated responsible personnel or 3rd party] will be responsible for reviewing and evaluating new material that is published by [school staff or webmasters] and uploaded to the website for accessibility on a periodic basis. The [designated responsible personnel or 3rd party], will be responsible for reviewing all areas of the [District/School's] website and evaluating its accessibility on a periodic basis, and at least once per quarter. Any non-conforming webpages will be corrected in a timely manner.

Website Accessibility Concerns, Complaints and Grievances

A student, parent or member of the public who wishes to submit a complaint or grievance regarding a violation of the Americans with Disabilities Act (ADA), Section 504 or Title II related to the accessibility of any official [District/School] web presence that is developed by, maintained by, or offered through the [District/School], third party vendors and/or open sources may complain directly to a school administrator, or the school or District webmaster. The initial complaint or grievance should be made using Website Accessibility Complaint/Request Form, however, a verbal complaint or grievance may be made. When a school administrator or School/District webmaster receives the information, they shall immediately inform the [website compliance coordinator].

Whether or not a formal complaint or grievance is made, once the [District/School] has been notified of inaccessible content, effective communication shall be provided as soon as possible to the reporting party to provide access to the information. The Complainant should not have to wait for the investigation of the complaint to be concluded before receiving the information that he/she was unsuccessful in accessing.

Complaints should be submitted in writing, via email, or by completing the website complaint form. To file a complaint or grievance regarding the inaccessibility of the [District/School's] public website content, the Complainant should submit a description of the problem, including:

- Name
- Address
- Date of the Complaint
- Description of the problem encountered
- Web address or location of the problem page
- Solution desired
- Contact information in case more details are needed (email and phone number)

The complaint or grievance will be investigated by the [website compliance coordinator] or another person designated by the [Superintendent/School Director]. The student, parent, or member of the public shall be contacted no later than five (5) working days following the date the website accessibility compliance coordinator receives the information. The procedures to be followed are:

- An investigation of the complaint shall be completed within fifteen (15) working days. Extension of the time line may only be approved by the [Superintendent/School Director].
- The investigator shall prepare a written report of the findings and conclusions within five (5) working days of the completion of the investigation.
- The investigator shall contact the Complainant upon conclusion of the investigation to discuss the findings and conclusions and actions to be taken as a result of the investigation.

- A record of each complaint and grievance made pursuant to Governing Board Policy [XXX] shall be maintained at the [District/School] office. The record shall include a copy of the complaint or grievance filed, report of findings from the investigation, and the disposition of the matter.

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Website Accessibility [**Complaint/Request**] Form

Date of [**Complaint/Request**]: _____

Name: _____

Address: _____

Email: _____

Phone: _____

Website address (or location) of accessibility problem: _____

Description of the problem encountered: _____

Solution desired: _____

Thank you for bringing this matter to the [**District/School's**] attention. You may be contacted if more information is needed to process your complaint/request. The investigation process is typically completed within fifteen (15) working days from the date it was received.

Signature: _____

Where to include your policy

Some schools also choose to add their accessibility policy to the website with a link in the footer area—the same way a privacy policy or copyright information might be. (Check with your school attorney if in doubt.) With or without a posted accessibility policy, a link titled “Accessibility” should open a page that provides information about how to request accessibility assistance through an e-mail, phone number, or a feedback submission form [see the sample Website Accessibility Complaint/Request Form above]. In addition, web accessibility policies should be included in your branding guidelines so that accessibility is a priority and not an afterthought for your websites.

You may also wish to include information on how to view and print PDF documents on your website’s accessibility page.

Adobe Acrobat is required to view and print PDF documents that appear on this website. To download this program for free, visit the [Adobe website](#). To read PDF documents with a screen reader, please refer to the [Access Adobe website](#), which provides useful tools and resources.