

# Superior Court of California, County of El Dorado

## Americans with Disabilities Act (ADA) Grievance Procedure

This Americans with Disabilities Act (ADA) Grievance Procedure is established in accordance with the requirements of the ADA Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provision of services, activities, programs or benefits by the El Dorado County Superior Court (Court).

1. The complaint should be in writing containing the complainant's name, address and phone number, with a detailed description of the incident or condition, and the location, date and time of the incident. Upon request to the Court's ADA Coordinator, complaints may be filed in another format, such as, in person or by telephone, that accommodates the complainant and/or their designee.
2. The complaint should be submitted to the Court's ADA Coordinator by the complainant or their designee as soon as possible, but no later than 60 calendar days after the incident occurred to the address listed below:

Attn: Court ADA Coordinator  
2850 Fairlane Court, Suite 120  
Placerville, CA 95667

3. Upon receipt of a complaint, the Court's ADA Coordinator or their designee will investigate the complaint. The Court's ADA Coordinator or designee may, at their discretion, discuss the complaint or possible resolution of the complaint with the complainant or their designee, or seek additional information from the complainant or designee. The complainant's and/or designee's failure to respond to a request for additional information within 10 days of the request may be deemed an abandonment of the complaint. The Court's ADA Coordinator or designee may, in their discretion, seek assistance from other sources in responding to the complaint.
4. Within 30 calendar days of receiving the complaint and/or additional information, the Court's ADA Coordinator or their designee will respond in writing to the complainant and/or their designee. The response will explain the position of the Court, and if applicable, offer options for resolution of the complaint. Upon request to the Court's ADA Coordinator, responses may be presented in another format, such as in person or by telephone, that accommodates the complainant and/or their designee. If more than 30 days is required to respond to the complaint, the Court's ADA Coordinator or their designee will notify the complainant and/or their designee of the expected date that a written response will be provided.
5. If the complainant and/or their designee is dissatisfied with the response by the Court's ADA Coordinator or their designee, the complainant and/or their designee may request reconsideration of the response within 20 calendar days after the date of the response is mailed. If no request for reconsideration is received by the Court, the Court's response will be deemed the final resolution of the complaint.

6. Requests for reconsideration should be in writing, and include the complainant's name, address, phone number, a copy of the original complaint, a copy of the Court's response and a description of issues for reconsideration. Upon request to the Court Executive Officer (CEO), requests for reconsideration may be filed in another format, such as in person or by telephone, that accommodates the complainant and/or their designee. Requests for reconsideration must be submitted to:

Attn: Court Executive Officer  
2850 Fairlane Court, Suite 120  
Placerville, CA 95667

7. The CEO or their designee will review the initial complaint, written response of the ADA Coordinator or their designee, and the request for reconsideration, and may at their discretion, discuss the complaint or possible resolution of the request for reconsideration with the complainant and/or their designee, or seek additional information from the complainant and/or their designee. The complainant's and/or designee's failure to respond to a request for additional information within 10 days of the request may be deemed an abandonment of the request for reconsideration. The CEO or designee may, in their discretion, seek assistance from other sources in responding to the request for reconsideration.
8. Within 30 calendar days of receiving the request for reconsideration, the CEO or their designee will respond in writing to the complainant and/or their designee with a final resolution of the complaint. Upon request to the CEO, the response may be presented in another format, such as in person or by telephone, that accommodates the complainant and/or their designee. If more than 30 days is required to respond to the request for reconsideration, the CEO or their designee will notify the complainant of the expected date that a written response will be provided.
9. All written complaints, requests for reconsideration and responses will be retained by the Court for three (3) years.

This ADA Grievance Procedure is not intended to resolve employment-related complaints of disability, discrimination or harassment. The Court's Anti-Harrassment and Anti-Retailation Policies and Equal Employment Opportunity Complaint Procedure govern employment-related complaints.

Parties seeking accommodations related to their court case, or who want to file a complaint regarding an ADA accommodation related to their court case, should review California Rules of Court, rule 1.100.

This document may be made available in alternate formats as a reasonable accommodation upon request.