



**Superior Court of California
COUNTY OF ALAMEDA**

Americans with Disabilities Act Grievance Procedure

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

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

ATTN: ADA Coordinator
Superior Court of California, County of Alameda
1225 Fallon Street
Oakland, California 94612
Telephone: (510) 891-6213
Email address: ADA_Request@alameda.courts.ca.gov

3. Should the complaint directly involve the Court's ADA Coordinator or contain allegations of discrimination by the ADA Coordinator, the complaint should be submitted to the Court Executive Officer:

ATTN: Court Executive Officer
Superior Court of California, County of Alameda
1225 Fallon St., Dept. 1
Oakland, California 94612
Telephone: (510) 891-6012
Email address: executiveoffice@alameda.courts.ca.gov

4. Upon receipt of a complaint, the ADA Coordinator, the Court Executive Officer, or designee will investigate the complaint. The ADA Coordinator or Court Executive Officer may discuss

the complaint or possible resolution of the complaint with the complainant or seek additional information from the complainant. The complainant's failure to respond to a request for additional information may be deemed an abandonment of the complaint. The ADA Coordinator, Court Executive Officer, or designee may seek assistance from other sources in responding to the complaint.

5. Within 30 calendar days of receiving the complaint, the ADA Coordinator, Court Executive Officer, or designee will respond in writing to the complainant. The response will explain the position of the Court, and if applicable, offer options for resolution of the complaint. Upon request to the ADA Coordinator or Court Executive Officer, responses may be presented in another format, such as in person or by telephone, which accommodates the complainant. If more than 30 days is required to respond to the complaint, the ADA Coordinator or Court Executive Officer will promptly notify the complainant of the expected date that a written response will be provided.
6. If the complainant and/or designee is dissatisfied with the response by the ADA Coordinator, Court Executive Officer, or designee, the complainant may request reconsideration of the response within 20 calendar days after the date of the response.
7. Requests for reconsideration should be in writing, and include the complainant's name, address, and 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 ADA Coordinator or Court Executive Officer, requests for reconsideration may be filed in another format, such as in person or by telephone, that accommodates the complainant. Requests for reconsideration must be submitted to:

ATTN: ADA Coordinator
Superior Court of California, County of Alameda
1225 Fallon Street
Oakland, California 94612
Telephone: (510) 891-6213
Email address: ADA_Request@alameda.courts.ca.gov

8. If the complaint directly involves the ADA Coordinator or contains allegations of discrimination by the ADA Coordinator, requests for reconsideration should be submitted to the Court Executive Officer:

ATTN: Court Executive Officer
Superior Court of California, County of Alameda
1225 Fallon St., Dept. 1
Oakland, California 94612
Telephone: (510) 891-6012
Email address: executiveoffice@alameda.courts.ca.gov

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

This Grievance Procedure is not intended to resolve employment-related complaints of disability discrimination or harassment. The Court's Personnel Organization, Policies, and Rules govern employment-related complaints.

This Grievance Procedure is not intended to resolve complaints related to judicial decisions, judgments, and orders. This procedure does not supplant statutory rights and processes for appeal.

This Grievance Procedure is not intended to resolve complaints about the Court's responses to disability accommodations requests. This procedure does not supplant review procedures stated in [California Rules of Court, rule 1.100](#).

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