



SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN DIEGO

AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE

The San Diego Superior Court is committed to providing equal and full access to court users. This procedure addresses how to report a grievance alleging disability discrimination in the provision of court services, programs, and activities.

Note: This is NOT a procedure for appealing a decision made on a request for accommodation. If a request for accommodation was denied and review of the denial is being sought, refer to the procedures in Cal. Rules of Court, rule 1.100(g).

Grievance Procedure

1. A disability discrimination grievance may be reported to the court by submitting a written complaint that includes the following:
 - Name, address, and phone number of complainant.
 - Detailed description of the incident or problem.
 - Location, date, and time of incident or problem.

Alternative means of submittal are available to people with disabilities who require such an alternative. To request an alternative way to submit a grievance, contact the ADA Coordinator via email at ada@sdcourt.ca.gov or by phone at (619) 844-2253.

2. The grievance should be submitted as soon as possible, but no later than **30** days after the incident occurred. The grievance can be submitted via email to ada@sdcourt.ca.gov, or by mail to the following address:

San Diego Superior Court
Attn: ADA Coordinator
P.O. Box 120128
San Diego, CA 92112-0128

3. The grievance will be reviewed and investigated, and a written response will be issued, usually within 60 days.
4. If the complainant is dissatisfied with the response, reconsideration of the response may be requested within 20 days after the date of the response. A request for reconsideration should include the following:
 - Name, address, and phone number of complainant.
 - Copy of the original grievance.
 - Copy of the court's response.
 - Description of the issues for reconsideration.

5. The request for reconsideration must be submitted by mail to the following address:

San Diego Superior Court
Attn: Office of General Counsel
P.O. Box 120128
San Diego, CA 92112-0128

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6. The Office of General Counsel will send a final response, usually within 30 to 60 days.