



# Los Angeles Superior Court Grievance Procedure for Disability Discrimination Complaints

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This procedure 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 Los Angeles. It does not address employment-related complaints of disability discrimination. Those complaints are handled by Human Resources Administration. It does not address determinations made by a judicial officer or non-judicial court personnel regarding the granting or denying of requests for accommodation. Those review procedures are addressed in Rule 1.100 subdivision (g) of the California Rules of Court.

All complaints must be submitted in writing and contain information about the alleged discrimination including the name, address, and phone number of the complainant and the location, date, and description of the problem. Alternative means of filing complaints will be made available for persons with disabilities upon request, when necessary to effectively communicate the complaint.

The complaint should be submitted by the complainant or designee as soon as possible but not later than 30 calendar days after the alleged violation to:

ADA Coordinator  
111 North Hill Street, Room 546  
Los Angeles, CA 90012

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or designee will respond, in writing, to the complainant. The response will explain the position of the Los Angeles Superior Court and offer options for substantive resolution of the complaint, where appropriate. If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant or his/her designee may grieve the decision within 10 calendar days after receipt of the response to Court Counsel.

Within 15 calendar days after receipt of the grievance, Court Counsel or designee will review the initial complaint, the response of the ADA Coordinator, the grievance, and may contact the complainant for additional information if necessary. Court Counsel will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, grievances received by Court Counsel, and responses from these two offices will be retained by the Los Angeles Superior Court for three years.