



Superior Court of California County of Nevada

Procedure Name:
Americans with Disabilities Act Grievance Procedure

Human Resources Division
Policies and Procedures

Policy Category: ADA
Effective Date: 07/09/2021

This procedure is established in accordance with the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used 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 Nevada (Court).

Before filing a grievance, the Court encourages, but does not require, contacting the ADA Coordinator to attempt to resolve concerns informally prior to filing a formal grievance. If your informal concern is not resolved in a timely fashion, you have the right to file a formal grievance under this procedure.

Do not use this procedure if the court denied your request for accommodation and you want to appeal. Please see the procedures in [California Rules of Court rule 1.100\(g\)](#):

Do not use this procedure to resolve employment-related complaints of disability discrimination or harassment. The Court's Personnel Policies and Procedures Manual governs employment-related complaints.

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

When to Complain:

1. You have **60 calendar days** to send your complaint from the date of the incident.

How to Submit Your Complaint:

2. Complaints may be submitted in writing by the complainant and/or their designee **within 60 calendar days** after the incident occurred. The complaint should contain:
 - a. Your name, address, and phone number
 - b. Location of incident
 - c. Date of incident
 - d. Description of incident

If you have a disability that makes it difficult for you to write your complaint, contact the ADA Coordinator to request to file in another format.

Where to Send Your Complaint:

3. Complaints must be submitted to the Court's ADA Coordinator by mail, by email, or in person:

ATTN: ADA Coordinator
201 Church Street, Suite 6
Nevada City, CA 95959
Telephone: (530) 362-5265
ADA@nccourt.net

After You Submit Your Complaint:

4. Upon receipt of a complaint, the ADA Coordinator or designee will investigate the complaint. The ADA Coordinator may, at their discretion, discuss the complaint or possible resolution of the complaint with you, or seek additional information from you. If you fail to respond to a request for additional information, it may be deemed an abandonment of the complaint. The ADA Coordinator or designee may, in their discretion, seek assistance from other sources in responding to the complaint.
5. Within 30 calendar days of receiving the complaint, the ADA Coordinator or designee will respond to you in writing. 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, responses may be presented in another format, such as in person or by telephone. If more than 30 days is required to respond to the complaint, the ADA Coordinator will promptly notify you of the expected date that a written response will be provided.

If You Are Not Satisfied with the ADA Coordinator's Response:

6. If you are not satisfied with the response by the ADA Coordinator or designee, you 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 your 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, requests for reconsideration may be filed in another format, such as in person or by telephone.

Requests for reconsideration must be submitted to by mail, by email or in person to:

ATTN: ADA Administrator
201 Church Street, Suite 6
Nevada City, CA 95959
Telephone: (530) 362-5265
ADA@nccourt.net

8. The ADA Administrator will review the initial complaint, written response of the ADA Coordinator or designee, and the request for reconsideration, and may at their discretion, discuss the complaint or possible resolution of the request for reconsideration with you, or seek additional information from the you. If you fail to respond to a request for additional information, it may be deemed an abandonment of the request for reconsideration. The ADA Administrator or designee may, in their discretion, seek assistance from other sources in responding to the request for reconsideration.
9. Within 30 calendar days of receiving the request for reconsideration, the ADA Administrator will respond to you in writing with a final resolution of the complaint. Upon request to the ADA Administrator, the response may be presented in another format, such as in person or by telephone. If more than 30 days is required to respond to the request for reconsideration, the ADA

Administrator will promptly notify you of the expected date that a written response will be provided.

How Long Complaint Files Are Retained:

10. All written complaints, requests for reconsideration, and responses will be retained by the Court for at least three years.