

Superior Court of California, County of Fresno 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 Fresno. The Superior Court of California, County of Fresno's Personnel Policy governs employment-related complaints of disability discrimination.

1. The complaint should be in writing and contain information about the alleged discrimination such as the complainant's name, address, and phone number, as well as the location, date, and time and a detailed description of the problem. Upon request to the Superior Court of California, County of Fresno'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 by the complainant and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation, to the Superior Court of California, County of Fresno's ADA Coordinator:

ATTN: Fenix Batista
ADA Coordinator
1100 Van Ness Avenue
Fresno, California 93724-0002
Facilities Manager
Telephone: (559) 457-2176

3. Upon receipt of a complaint, the ADA Coordinator or designee will investigate the complaint. The ADA Coordinator may, at his or her discretion, 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 or designee may, in his/her discretion, seek assistance from other sources in responding to the complaint.
4. Within 30 calendar days of receiving the complaint, the ADA Coordinator or designee will respond in writing to the complainant. The response will explain the position of the Superior Court of California, County of Fresno, 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, that accommodates the complainant. If more than 30 days is required to respond to the complaint, the ADA Coordinator will promptly notify the complainant of the expected date that a written response will be provided.

5. If the response by ADA Coordinator or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 20 calendar days after the date of the response.

6. 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 Superior Court of California, County of Fresno'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, that accommodates the complainant. Requests for reconsideration must be submitted to:

ATTN: Asst. Court Executive Officer

1100 Van Ness Avenue

Fresno, CA 93724-0002

Telephone: (559) 457-2010

7. The ACEO will review the initial complaint, written response of the ADA Coordinator or designee, and the request for reconsideration, and may at his or her discretion, 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 ACEO or designee may, in his/her 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 ACEO will respond in writing to the complainant with a final resolution of the complaint. Upon request to the ACEO, the response may be presented in another format, such as in person or by telephone, that accommodates the complainant. If more than 30 days is required to respond to the request for reconsideration, the ACEO will promptly 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 Superior Court of California, County of Fresno for at least three years. This Grievance Procedure is not intended to resolve employment-related complaints of disability discrimination or harassment.