

## **Complaint Procedure for Program Accessibility Supreme Court and Court of Appeals**

Access to a procedure for the equitable resolution of complaints is an integral component of the ADA. If staff cannot resolve a request to the consumer's satisfaction, the consumer has the right to discuss the complaint with the presiding judge or department manager.

The consumer also has the right to submit a written complaint to the presiding judge, department manager, or ADA Coordinator. The complaint procedure is as follows:

1. The consumer shall submit a written complaint alleging discrimination to the presiding judge, the department manager, or the ADA Coordinator.
2. A complaint must be filed within thirty (30) working days of the alleged occurrence.
3. Before initiating an investigation, the ADA Coordinator or her designee will advise the complainant that the use of this procedure does not preclude the complainant from pursuing any other legal remedy. The complainant also will be advised that access to information regarding the complaint will not be available to anyone who does not have a need to know.
4. The written complaint must contain the name, address, telephone number and signature of the complainant as well as specific details regarding the date, time and nature of the complaint and the person(s) involved.
5. Presiding judges and department managers must forward a copy of the complaint to the ADA Coordinator.
6. The ADA Coordinator or her designee will investigate the complaint.
7. The investigation will be completed and a decision rendered within 20 working days of receiving the complaint. The decision is final with the following exception. The Chief Justice and the Chief Judge of the Court of Appeals have authorized the Director of State Courts to make the final decision if the reason for denial is that the request, if approved, would result in a fundamental alteration of the program or result in an undue financial or administrative burden.
8. No person will be subject to any retaliation for initiating a complaint or for assisting in the investigation of a complaint, regardless of the outcome of the investigation.

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