Superior Court of California
County of Contra Costa

Human Resources
P.O. Box 431
Martinez, CA 94553
925-608-2606

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 Contra Costa ("Court").

Before filing a complaint, you may seek informal resolution by contacting the ADA coordinator. The Court encourages, but does not require, an attempt to resolve concerns informally prior to filing a complaint. If your informal concern is not resolved, you may file a complaint under this procedure.

Do not use this procedure if the Court denied your request for accommodation and you want the Court's determination to be reviewed. Refer to the review procedures in California Rules of Court, rule 1.100(g).

1. The complaint should be in writing and contain the complainant's name, address, and phone number, as well as a detailed description of the incident or condition, and the location, date, and time of any incident. Upon request to the Court's ADA coordinator, 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 as soon as possible, but no later than 60 calendar days after the incident occurred, to the Court's ADA coordinator:

   Email: adacoordinator@contracosta.courts.ca.gov
   Phone: 925-608-2608
   ATTN: ADA Coordinator
   Superior Court of California, County of Contra Costa
   P.O. Box 431
   Martinez, CA 94553

3. Upon receipt of a complaint, the ADA coordinator or designee will investigate the complaint. The ADA coordinator or designee may 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 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 Court, and if applicable, offer options for resolution of the complaint. Upon request to the ADA coordinator or designee, 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 or designee will promptly notify the complainant of the expected date that a written response will be provided.

5. If the complainant is dissatisfied with the response by the ADA coordinator or designee, the complainant may request reconsideration of the response 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 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, that accommodates the complainant. Requests for reconsideration must be submitted to:

   Email: adacoordinator@contracosta.courts.ca.gov
   Phone: 925-608-2608
   ATTN: Human Resources Director
   Superior Court of California, County of Contra Costa
   P.O. Box 431
   Martinez, CA 94553

7. The Human Resources Director will review the initial complaint, written response of the ADA coordinator or designee, and the request for reconsideration, and may 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 Human Resources Director may seek assistance from other sources in responding to the request for reconsideration.

8. Within 30 calendar days of receiving the request for reconsideration, the Human Resources Director will respond in writing to the complainant with a final resolution of the complaint. Upon request to the Human Resources Director, 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 Human Resources Director will promptly notify the complainant of the expected date that a written response will be provided.

This Grievance Procedure is not intended to resolve employment-related complaints of disability discrimination or harassment. The Court's Equal Employment Opportunity Policy; Policy Against Harassment; and/or Discrimination, Harassment, and Retaliation Complaint Resolution Policy govern employment-related complaints.

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