

Superior Court of California,
County of Riverside
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 Riverside (the Court).

1. The complaint should be in writing and contain the complainant's name, address, phone number, and case 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 (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 their designee as soon as possible, but no later than 60 calendar days after the incident occurred, to the Court's ADA Coordinator as follows:

ATTN: ADA Coordinator
Superior Court of California, County of Riverside
P.O. Box 1547
Riverside, CA 92502-1547
Telephone: (951) 777-3023
ADA@riverside.courts.ca.gov

3. 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 the complainant, or seek additional information from them. 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 their 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 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, 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 complainant and/or designee 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 must 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. Requests for reconsideration must be submitted to:

ATTN: Presiding Judge
Superior Court of California, County of Riverside
P.O. Box 1547
Riverside, CA 92502-1547
CourtExecutiveOffice@riverside.courts.ca.gov

Responses may be presented in another format, such as in person or by telephone, that accommodates the complainant.

7. The Presiding Judge 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 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 Presiding Judge or designee may, in their 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 Presiding Judge will respond in writing to the complainant with a final resolution of the complaint. Upon request to the Presiding Judge, 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 Presiding Judge 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 CA, County of Riverside for at least three years.

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 a reasonable accommodation upon request.