Stanislaus County Superior Court Grievance Procedure for Disability Discrimination Complaints

If you believe the Stanislaus County Superior Court discriminates on the basis of disability, please notify us in writing. To assist us in investigating your complaint, please provide the following information:

- Your name, address, and phone number;
- Case number (if there is one);
- Courthouse location;
- Date you had a problem; and
- Description of the problem.

You have **30 days** to send your complaint from the date you had the problem.

If you have a disability that makes you unable to write your complaint, contact the ADA Coordinator at 209-530-3111 or ADACoordinator@stanct.org for a different way to submit it.

When to Use This Complaint Procedure:

You should use this procedure if you have general complaints regarding the Court's accessibility policies and/ or access to the Court's facilities and services.

- You should **NOT** use this procedure if the Court denied your *Disability Accommodation Request* (Form MC-410).
  - The process to request review of the Court's denial of your *Disability Accommodation Request* can be found in California Rules of Court rule 1.100(g).
  - You must request review of the Court's denial of your *Disability Accommodation Request* (Form MC-410) within **10 days**.

Where to Send Your Complaint:

You may submit your complaint, by mail, in person, or by email :

ADA Coordinator
Stanislaus County Superior Court
P.O. Box 3488
Modesto, CA 95354

The Clerk's Office at any court location.

Email to ADACoordinator@stanct.org.

After the Court Receives Your Complaint:

1. The ADA Coordinator will respond to your complaint within 30-60 days, using an accessible format.
2. If you are not satisfied by the ADA Coordinator's response, you may request a review by the Court Executive Officer. The request for review by the Court Executive Officer must be submitted to the Court within 10 days of the date you receive the ADA Coordinator's response.
3. The Court Executive Officer will respond to your request for review within 30-60 days, using an accessible format.