

Superior Court of California, County of Orange
California Rules of Court, rule 1.100 and Americans with Disabilities Act
Grievance Procedure

This Grievance Procedure is established in accordance with the requirements of California Rules of Court, rule 1.100 and the Americans with Disabilities Act of 1990 (ADA). It may be used by any member of the public who wishes to file a grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Superior Court of California, County of Orange.

1. Any grievance or request for review should be in writing and contain the applicant'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 ADA Coordinator (contact information provided below) grievances may be filed in another format, such as in person or by telephone, as an accommodation to a disability of an applicant.
2. If determination to grant or deny a request for accommodation was made by a presiding judge or another judicial officer, an applicant or any participant in the proceeding may file a petition for writ of mandate under California Rules of Court, rules 8.494-8.493 or 8.930-8.936 in the appropriate reviewing court. The petition must be filed within 10 calendar days of notice of the determination, or within 15 days if notice was by mail. Only those participants in the proceeding who were notified by the court of the determination to grant or deny the request for accommodation are considered real parties in interest in the writ proceeding. The petition for the writ must be served on the respondent court and any real party in interest in the writ proceeding. (Cal. Rules of Court, rule 1.100(g)(2).)
3. If the determination to grant or deny a request for accommodation is made by nonjudicial court personnel, an applicant or any participant in the proceeding may submit a written request for review of that determination to the presiding judge or designated judicial officer. The request for review must be submitted within 10 days of the date the response was delivered in person, or within 15 days of when it was mailed. (Cal. Rules of Court, rule 1.100(g)(1).)
4. Any other grievances or requests for review that do not fall within the ambit of California Rules of Court, rule 1.100 should be submitted by the applicant as soon as possible, but no later than 15 calendar days after the incident occurred to the ADA Coordinator:

ATTN: ADA Coordinator
Superior Court of California, County of Orange
700 Civic Center Drive
Santa Ana CA 92701
(657) 622-7769
ADAinformation@occourts.org

5. Upon receipt of a grievance, the ADA Coordinator or designee will investigate the grievance. The ADA Coordinator has discretion to discuss the grievance or possible resolution of the grievance with the applicant, or seek additional information from the applicant. The applicant's failure to respond to a request for additional information may be deemed an abandonment of the grievance. The ADA Coordinator or designee has discretion to seek assistance from other sources in responding to the complaint. The ADA Coordinator has no authority to overrule or modify a decision by a judge.
6. Within 15 calendar days of receiving the grievance, the ADA Coordinator or designee will respond in writing to the applicant. The response will explain the position of the Superior Court of California, County of Orange and, if applicable, offer options to resolve the grievance. Upon request to the ADA Coordinator, responses may be presented in another format, such as in person or by telephone, as an accommodation to a disability of the applicant. If more than 15 days is required to respond to the grievance, the ADA Coordinator will promptly notify the applicant of the expected date that a written response will be provided.
7. If the applicant is dissatisfied with the response by the ADA Coordinator or designee, the applicant may request reconsideration of the response within 10 calendar days after the date of the response.
8. Requests for reconsideration should be in writing, and include the applicant's name, address, and phone number, a copy of the original complaint, a copy of the Superior Court of California, County of Orange response, and a description of issues for reconsideration. Upon request to the Assistant Presiding Judge, requests for reconsideration may be filed in another format, such as in person or by telephone, that accommodates the applicant. Requests for reconsideration must be submitted to:

ATTN: Judicial Assistance Group (Assistant Presiding Judge)
Superior Court of California, County of Orange
700 Civic Center Drive West
Santa Ana CA, 92701
JAG@occourts.org

9. The Assistant Presiding Judge or designee 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 applicant, or seek additional information from the applicant. The applicant's failure to respond to a request for additional information may be deemed an abandonment of the request for reconsideration. The Assistant Presiding Judge or designee may, in his or her discretion, seek assistance from other sources in responding to the request for reconsideration.

10. Within 30 calendar days of receiving the request for reconsideration, the Assistant Presiding Judge or designee will respond in writing to the applicant with a final resolution of the complaint. Upon request to the Assistant Presiding Judge, the response may be presented in another format, such as in person or by telephone, that accommodates the applicant. If more than 30 days is required to respond to the request for reconsideration, the Assistant Presiding Judge will promptly notify the applicant of the expected date that a written response will be provided.
11. All written grievances, requests for reconsideration, and responses will be retained by the Superior Court of California, County of Orange for at least three years.

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

Upon request, this document may be made available in an alternate format as a reasonable accommodation for an applicant's disability.