

COMMONWEALTH OF MASSACHUSETTS TRIAL COURT



GRIEVANCE PROCEDURE UNDER THE AMERICAN WITH DISABILITIES ACT (ADA)

This Grievance Procedure is established to provide for the prompt and equitable resolution of complaints by members of the public alleging violations of the Americans with Disabilities Act. It may be used by any member of the public claiming discrimination on the basis of disability in the provision of services, programs, or benefits of the Massachusetts Trial Court.

Complaints by members of the public alleging discrimination on the basis of disability should be filed within 30 days after the action complained of. Complaints are not required to be in writing but may be submitted on the Trial Court ADA Complaint Form, which is available on request from any of the Trial Court's ADA Coordinators. A list of ADA Coordinators for the Trial Court is available at: <http://www.mass.gov.courts/admin/hr.html>. Complaint forms are also available at the Clerk's or Register's Office of each Court and online on the Trial Court's website. See <http://www.mass.gov/courts>.

Completed complaints should be sent to the ADA System Coordinator. Upon receiving the complaint, the ADA System Coordinator shall coordinate with the appropriate Court staff to promptly investigate the complaint by interviewing appropriate court staff and the complainant to determine whether it can be resolved. Within 30 days of receiving the complaint, the ADA System Coordinator or the ADA Coordinator's designee will respond in writing, explaining the position of the Court and offering options, if any, for resolution of the complaint.

If the response by the ADA Coordinator or the ADA Coordinator's designee does not satisfactorily resolve the issue, the complainant and/or the complainant's designee may appeal the decision within 15 calendar days after receipt of the response to the Court Administrator of the Trial Court. Within 15 calendar days after receipt of the appeal, the Court Administrator or the Court Administrator's designee will contact the complainant to discuss the complaint and possible resolutions, if any. Within 15 calendar days after such contact, the Court Administrator or the Court Administrator's designee will respond in writing and in

an accessible format, where appropriate, stating the Court's position and offering options, if any, for resolution of the complaint.

The decision of the Court Administrator or the Court Administrator's designee shall be final for purposes of this Grievance Procedure.

The ADA Coordinator shall maintain all records related to an ADA complaint for 3 years.