

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 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 Complaint Form, which is available on request from the Courts' ADA Coordinator. Complaint forms are also available at each of the Clerk's Offices and online at <https://www.mass.gov/lists/court-forms-related-to-the-americans-with-disabilities-act-ada>.

Completed complaints should be sent to the ADA Coordinator. Upon receiving the complaint, the ADA 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 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 or designee, depending on where the alleged violation occurred. Within 15 calendar days after receipt of the appeal the Court Administrator, or his or her 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 his or her 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 his or her 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.

The Trial Court have designated as their ADA Coordinator :

**Heather Shann
Office of Court Management
Two Center Plaza, Room 540
Boston, Ma 02108
[Tel:617-878-0216](tel:617-878-0216)
Fax: 617-742-0968
Heather.shann@jud.state.ma.us**