

APPEALS AND GRIEVANCE PROCEDURES

These grievance and appeals procedures are promulgated to meet the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA) which prohibits discrimination on the basis of disability by public entities. These procedures may be used by any qualified person who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the District of Columbia Courts. A complaint should be in writing and contain information about the alleged discrimination such as the name, address, phone number, of the complainant and the location, date, and description of the problem. Alternative means of filing a complaint such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request. The complaint shall be submitted by the grievant and or his or her designee as soon as possible, but no later than 60 calendar days after the alleged violation. The complaint shall be submitted to:

H. Clifton Grandy
Senior Court Manager/ADA Coordinator
District of Columbia Courts
500 Indiana Avenue, N.W.
Washington, DC 20001
(202) 879-1700 (Voice)
(202) 879-1802 (Fax) (in Moultrie Courthouse)
ADACoordinator@dcsc.gov

Within 15 calendar days after receipt of the complaint the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolution of the issues. Within 15 calendar days of the meeting the ADA Coordinator will respond in writing. The response will explain the position of the District of Columbia Courts and may offer options for substantive resolution of the complaint. If appropriate the ADA Coordinator will respond in a format that is accessible to the complainant, for example, large print, Braille, or audio tape. If the complainant feels that the response by the ADA Coordinator does not satisfactorily resolve the issues the complainant may appeal the decision. The complainant shall submit the appeal within 15 calendar days after receipt of the ADA Coordinators' response to the Deputy Executive Officer of the District of Columbia Courts. The appeal shall be submitted to:

Herbert Rouson
Deputy Executive Officer
District of Columbia Courts
500 Indiana Avenue, N.W.
Washington, DC 20001
(202) 879-1700 (Voice)
(202) 879-1802 (Fax) (in Moultrie Courthouse)
ADA_Grievances@dccsystem.gov

Within 15 calendar days after receiving an appeal the Deputy Executive Officer will meet with the complainant to discuss the complaint and possible resolution of the issues. Within 15 calendar days after the meeting the Deputy Executive Officer shall respond in writing with a final resolution of the appeal. If appropriate the Deputy Executive Officer will respond in a format accessible to the complainant. All written complaints received by the ADA Coordinator and appeals to the Deputy Executive Officer, as well as their responses shall be retained by the District of Columbia Courts for at least three years. These procedures do not affect any other rights that a complainant may have under District of Columbia or Federal law