

AMERICANS WITH DISABILITIES ACT (TITLE II) GRIEVANCE PROCEDURE
CARBON COUNTY COURT OF COMMON PLEAS

This grievance procedure is established for the prompt resolution of complaints alleging any violation of Title II of the Americans with Disabilities Act (ADA) in the provision of services, programs, or activities by the Carbon County Court of Common Pleas. If you require a reasonable accommodation to -complete this form, or need this form in an alternate format, please contact:

Cynthia Winn Kocher-ADA Coordinator/Assistant Court Administrator
Carbon County Court Courthouse, 4 Broadway, P. O. Box 131
Jim Thorpe, PA 18229-0131
Phone: 570-325-8556
Fax: 570) 325-9449
E-mail: info@carboncourts.com

To file a complaint under the Grievance Procedure, please take the following steps:

1. Obtain the Grievance Form at www.carboncourts.com or by contacting the above-listed person.
2. Complete the complaint form and return to the ADA Coordinator/District Court Administrator as listed above. Alternative means of filing complaints are available upon request for persons with disabilities. The complaint should be submitted as soon as possible but no later than sixty (60) calendar days after the alleged violation.
3. Within fifteen (15) calendar days of receipt of the complaint, the ADA Coordinator/District Court Administrator or designee will investigate the complaint, including meeting with the individual seeking an accommodation either in person or via telephone, to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the ADA Coordinator/District Court Administrator or designee will respond in writing, and where appropriate, in a format accessible to the complainant such as large print, Braille, or audio. The response will explain the position of the Carbon County Court of Common Pleas and offer options for substantive resolution of the complaint.
4. If the response to the complaint does not satisfactorily resolve the issue, the complainant may appeal the decision to the President Judge within fifteen (15) calendar days after receipt of the response. Within fifteen (15) calendar days after receipt of the appeal, the President Judge or designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the President Judge or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

This grievance procedure is informal. An individual's participation in this informal process is completely voluntary. Use of this grievance procedure is not a prerequisite to and does not preclude a complainant from pursuing other remedies available under law.

The Unified Judicial System (UJS) Policy on Non-Discrimination and Equal Employment Opportunity also encompasses disability-related issues and provides complaint procedures for UJS court users. Any employment-related disability discrimination complaints will be governed by the UJS Policy on Nondiscrimination and Equal Employment Opportunity.