



## San Francisco Superior Court Grievance Procedure for Disability Discrimination Complaints

The San Francisco Superior Court wants people to have equal access to justice, including a fair, timely, and efficient handling of their case. If you believe that San Francisco Superior Court discriminates on the basis of disability, please send us a written complaint that includes:

- Your name, address, and phone number,
- Case number (if there is one),
- Courthouse location,
- Date you had a problem,
- Description of the problem.

You have **30 days** to send your complaint from the date you had the problem.



If you have a disability that makes you unable to write your complaint, contact the ADA Coordinator at [awilliams@sftc.org](mailto:awilliams@sftc.org) for a different way to submit it.

### When to complain

This complaint process is for general complaints about accessibility for people with disabilities in the court system, such as court policies, facilities, forms, filing systems, or other court services.



**Appeals—Do not use this process** if the court **denied your request for accommodation** and you want to appeal. See the procedures in [California Rules of Court rule 1.100\(g\)](#):

- If your request was denied by a judge or commissioner, see [California Rules of Court rule 1.100\(g\)\(2\)](#), and [rules 8.485 – 8.493](#) or [8.930 – 8.936](#),
- If your request was denied by someone other than a judge or commissioner, see [California Rules of Court rule 1.100\(g\)\(1\)](#).

### Where to send your complaint

Send your complaint, by mail or in person, to:



ADA Coordinator  
400 McAllister Street, Room 205  
San Francisco, CA 94102



Or email it to [awilliams@sftc.org](mailto:awilliams@sftc.org)

### After you send your complaint

The ADA Coordinator will read your complaint, investigate, and write a response. The response will be in a format accessible to you. It usually takes between 30-60 days.

If you are not satisfied by the ADA Coordinator's response, you have **10 days** to send a further complaint to Court Counsel by mail at



Managing Attorney  
400 McAllister Street, Room 205  
San Francisco, CA 94102

The Managing Attorney will send a final response in a format accessible to you. It usually takes between 30-60 days.

We will retain complaints and responses for three years.