



MINNESOTA JUDICIAL BRANCH

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT (ADA)

The Minnesota Judicial Branch is committed to providing all people with equal access to the courts. The Judicial Branch strives to make reasonable accommodations for court users with disabilities consistent with the requirements of the Americans with Disabilities Act (ADA) and Minnesota State Statute 363A.11.

The ADA Grievance procedure outlined below is designed to address allegations of discrimination or that a reasonable accommodation has not been provided to an individual that would allow that individual to fully participate in, or receive the benefits of Judicial Branch activities, programs, and services. Every effort will be made to comply with the time limits contained herein. The procedures and time limitations herein are to be liberally construed to provide a full review of complaints alleging discrimination or the failure to provide a reasonable accommodation.

Step 1: Complete the Grievance form

Fill out all of the information requested on the grievance form, which is located on the MJB website at <http://www.mncourts.gov/ADAAccommodation.aspx#tab03GrievanceProcedure>. The grievance must contain the name and address of the grievant, a description of the alleged discriminatory act or decision, including relevant dates and locations, and the name of the ADA contact.

Step 2: Submit the Grievance form

The grievance form must be filled out completely and submitted online, by email or mailed to the ADA Coordinator **within 10 business days** from the date of the alleged discriminatory action or decision. If you need assistance in completing or sending your grievance, assistance will be made available for a person with a disability upon a request to the ADA Coordinator or designee.

Step 3: Resolution of Your Grievance

The ADA Coordinator, or designee, shall promptly review all grievances submitted under this procedure. If it is determined that the information submitted is insufficient, the ADA Coordinator, or designee, may request, obtain, and consider additional information that is deemed necessary to a full and fair determination of the grievance. Within 30 days after receipt of a grievance, the ADA Coordinator, or designee, shall respond in writing, and, where appropriate, in a format accessible to the grievant. If the ADA Coordinator, or designee, is able to resolve the grievance, the resolution shall be set forth in writing and sent to the grievant. If the ADA Coordinator, or designee, is not able to resolve the grievance, the ADA Coordinator, or designee, shall advise the grievant, in writing, of all offers that have been made to resolve the grievance and of the federal and state agencies available should the grievant wish to pursue the matter further.