

Grievance Complaint Procedure under the
Americans With Disabilities Act (ADA)

This process is established to meet the requirements of the Americans With Disabilities Act (ADA) to address complaints concerning the services, programs and activities of the Judicial Branch. Any person who believes that he or she has been discriminated against, or that a reasonable accommodation has not been provided to him or her that would permit the person to participate fully in, or receive the benefits of, the services programs or activities of the Judicial Branch, may file a complaint under this process.

1. The complaint must be in writing, must be signed by the complainant and must be filed with the Chief Administrative Officer of the Supreme Court no later than ten (10) days after the act or decision that forms the basis of the complaint, unless, for good cause shown, the ten (10) day period is extended by the Chief Administrative Officer. The complaint shall be submitted to: Chief Administrative Officer, Supreme Court Building, 231 Capitol Avenue, Hartford, Connecticut 06106. (860) 757-2145. Alternative means of filing a complaint, such as a personal interview or a tape recording of the complaint, will be made available for a person with a disability upon request.
2. Each complaint must be dated and must contain the full name and address of the person filing the complaint. The complaint must contain a description of the alleged discriminatory act or decision, including relevant dates and locations, if applicable. All documents that relate to the complaint or the names and contact information of witnesses must also be submitted with the complaint. The complaint should also state the desired remedy or solution requested.
3. The Chief Administrative Officer, or her designee,¹ shall promptly review all complaints filed under this procedure.
4. The Chief Administrative Officer shall obtain any and all information or documents that were submitted with the request for accommodation or that relate to the complaint or to the decision that forms the basis for the complaint.
5. Within ten (10) days of receiving the complaint, the Chief Administrative Officer shall consider the information and documents submitted. If it is determined that the information submitted is insufficient, the Chief Administrative Officer may request, obtain and consider additional information that is deemed necessary to a full and fair determination of the complaint.
6. If, after consideration, the Chief Administrative Officer concludes that there is insufficient information to sustain the complaint, the complaint shall be dismissed. The Chief Administrative Officer shall advise the complainant in writing or, where appropriate, in a format accessible to the complainant, of the dismissal of the complaint and of the federal and state agencies available should the person wish to pursue the matter further. To the extent possible,

¹ Hereafter "Chief Administrative Officer"

any decision will be made within fifteen (15) calendar days from the date the complaint was filed.

7. If, after consideration, the Chief Administrative Officer concludes that there is reason to believe that a discriminatory act may have occurred or that a reasonable accommodation was not offered or provided, the Chief Administrative Officer shall promptly attempt to resolve the complaint with the person who filed the complaint. To the extent possible, any decision will be made within fifteen (15) calendar days from the date the complaint was filed. If the Chief Administrative Officer is able to resolve the complaint, the resolution shall be set forth in writing and sent to the complainant. If the Chief Administrative Officer is not able to resolve the complaint, the Chief Administrative Officer shall advise the complainant, in writing, of the offers that have been made to resolve the complaint and of the federal and state agencies available should the person wish to pursue the matter further.
8. The Chief Administrative Officer may seek advice from the Legal Services Unit in the performance of her duties under this procedure.
9. The Judicial Branch is committed to preserving confidentiality. Except as otherwise required by law, including but not necessarily limited to, a court order, lawful subpoena or the Freedom of Information Act or other statute, information and records provided as part of a complaint filed under this process will be discussed and disclosed only as necessary to conduct a complete investigation and render a decision, including discussion of possible resolutions. The complaint and any material gathered as a result of the complaint will be retained in the Office of the Chief Administrative Officer a minimum of three (3) years from the date of the final resolution of the complaint unless the complainant pursues the matter further.
10. Every effort will be made to comply with the time limits contained herein. Complex investigations or the absence of witnesses may cause necessary delay. 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.