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<b>Subject/Title:</b> ADA Court Access Accommodation Requests and Grievance Procedures	<b>Effective:</b> July 1, 2022
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<b>Policy Owner:</b> COA Administrative Managers	<b>Last Update:</b> September 2023

**ARIZONA COURT OF APPEALS, DIVISION ONE**  
**NOTICE OF COURT ACCESS INFORMATION FOR PERSONS WITH DISABILITIES**

**(1) Policy**

In accordance with Title II of the Americans with Disabilities Act (“ADA”) and other applicable laws, it is the policy of the Arizona Court of Appeals, Division One (Court) to assure that qualified individuals with disabilities have full and equal access to the Court system’s services, programs, and activities.

Nothing in this Notice shall be construed to impose limitations upon or to invalidate the remedies, rights, and procedures accorded qualified individuals with disabilities under state or federal law.

**(2) Accommodation Requests for Court Services, Programs, and Activities**

The Court of Appeals, Division One provides reasonable accommodations upon request to qualified individuals with disabilities who require accommodation to fully and equally participate in court services, programs, and activities.<sup>1</sup> The Court of Appeals, Division One has designated an ADA Coordinator to carry out compliance with Title II of the ADA.<sup>2</sup> Qualified individuals with disabilities requiring accommodation to access court services, programs and activities, including, but not limited to, courtroom proceedings, may complete the attached **Request for Accommodations Form**, and submit it by either (1) mailing it to the ADA Coordinator, or (2) by giving it to the Clerk’s Office, or (3) Emailing it to the [hr@appeals.az.gov](mailto:hr@appeals.az.gov) email account. If the requesting individual needs help completing the form, please ask the ADA Coordinator for assistance.<sup>3</sup> Alternative means of submitting an accommodation request, such as by personal interview or a tape recording, will be made available to qualified individuals with disabilities upon request.

The ADA Coordinator’s contact information is:  
Tracy Randall, ADA Coordinator  
Arizona Court of Appeals, Division One  
1501 West Washington Street, Suite 203  
Phone: (602) 452-6708  
Fax: (602) 452-3226  
[hr@appeals.az.gov](mailto:hr@appeals.az.gov)

To the extent possible, please submit the Request for Accommodations Form at least 10 days prior to the anticipated date for which the accommodation needs to begin. The ADA Coordinator may ask the requesting individual for additional relevant information where it would be helpful in responding to the request for accommodation. The ADA Coordinator will, as soon as reasonably possible, provide a response to the request for accommodation, and notify the requesting individual whether the requested accommodation will be provided. This will be done in writing unless the short lead time of a request precludes written notice. If the requesting individual is dissatisfied with the response to the request, the individual may file a complaint using the Grievance Procedures described in Section 5 of this Notice.

In providing reasonable accommodation, although the Court gives primary consideration to the accommodation requested, the Court has exclusive authority to make decisions regarding accommodation requests. An alternative accommodation may be offered if equally effective. Every effort shall be made to meet the specific needs of the individual. The Court is not required to make modifications that would fundamentally alter the service, court process, program, or activity or cause undue financial or administrative burden.

### **(3) Definitions**

The following definitions apply to this Notice and to all matters pertaining to the Court's compliance with Title II of the ADA:

**(a) "Accommodations"** may include, but are not limited to, making reasonable modifications in policies, practices, and procedures; furnishing, at no charge, to qualified individuals with disabilities, auxiliary aids and services, which are not limited to equipment, devices, materials in alternative formats, and qualified interpreters or readers; and making each service, program, or activity, when viewed in its entirety, readily accessible to and usable by qualified individuals with disabilities requesting accommodations. The Court is not required to take any action, which would result in a fundamental alteration in the nature of a service or court process or in undue financial or administrative burdens.

**(b) "Disability"** means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or regarded as having such an impairment.

**(c) "Qualified individual with a disability"** means an individual who, with or without reasonable modifications to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity.

**(4) Effective Communication in Court Services, Programs, and Activities**

The Court takes appropriate steps to ensure that communications with parties, attorneys, and members of the public who are qualified individuals with disabilities are effective and provide an equal opportunity to participate in or benefit from the Court’s services, and processes.

Advance notice to the Court of the request for auxiliary aids or services is strongly encouraged. The ADA Coordinator should be notified at least 10 days in advance of court sessions or for ongoing services, programs or activities. For emergencies or urgent requests, the ADA Coordinator should be notified immediately.

The ADA Coordinator will, as soon as reasonably possible, notify the requesting individual regarding the request and whether the proposed auxiliary aid or service will be provided. This will be done in writing unless the short lead time of a request precludes written notice.

If the requesting individual is dissatisfied with the proposed auxiliary aid or service or otherwise dissatisfied with the response to the request, the individual may file a complaint using the Grievance Procedures set out in Section 5 of this Notice.

**(5) Grievance Procedures for Handling a Complaint about Access to the Court of Appeals, Division One**

Any user of the Court of Appeals, Division One system – including, but not limited to, parties, attorneys, or members of the public -- who believes that he or she has been subject to discrimination by the Court of Appeals, Division One based on a disability, can pursue a complaint through the Court’s grievance procedures.<sup>4</sup> These grievance procedures do not in any way limit other legal remedies that may be available. The Court’s grievance procedures apply to those qualified individuals with a disability who, with or without reasonable modifications to rules, policies or practices, the removal of barriers, or the provision of auxiliary aids or services, meet the essential eligibility requirements for services, programs, or activities.

**(a) Filing a Complaint**

Any individual who believes that he or she has been treated by the Arizona Court of Appeals, Division One system in a discriminatory manner as a result of disability may file a complaint with the ADA Coordinator. Complaints must be filed in writing, using the attached Grievance Form or a letter, within sixty (60) days from the alleged discrimination. The completed Grievance Form should be mailed to the ADA Coordinator at the contact information provided in Section 1 of this Notice. Any individual who requires assistance in filling out the Grievance Form may contact the ADA Coordinator.<sup>5</sup>

The complaint will be addressed through the ADA Coordinator, who will investigate it or forward it to an individual designated to investigate ADA complaints. The findings will be presented to the designated authority within the Court for determination.

In order to provide the designated authority with sufficient information, you are asked to describe the event as specifically as possible. You should include the names of anyone who can assist in the investigation. Include a copy of any papers you have that relate to the complaint or that may be of help in understanding your complaint. Be sure to send copies of the documents and keep originals for your files.

(b) Investigation

Complaints will be investigated promptly, unless you are notified otherwise. In some cases, the investigation will include interviews with other individuals, including those you name in your Grievance Form or letter, and an examination of relevant documents and files.

(c) Findings and Determination

Within 45 days of the receipt of the Grievance Form or letter by the ADA Coordinator, a determination should be issued by the ADA Coordinator, or other designated authority within the agency. Copies of the determination will be sent to the grievant and to anyone against whom allegations have been made. The determination will include, if appropriate, a remedy. For example, if it is determined that the grievant was treated in a discriminatory manner, possible remedies may include a change in policy or local practices, or appropriate disciplinary action.

(d) ADA Access Appeal

If you disagree with the determination, an appeal may be filed within 30 days of the date of the determination by submitting a letter for reconsideration (“ADA appeal letter”) to the Chief Judge of the Arizona Court of Appeals, Division One. The appeal letter should be mailed to the ADA Coordinator at the contact information set out in Section 1 of this Notice for distribution.

The ADA appeal letter should set out the reasons why you disagree with the determination and the remedy you believe is appropriate. The Chief Judge or other designated judge should make a final determination within 30 days of the date the appeal was received, based upon a complete review of the evidence. Copies of the final determination will be sent to the grievant and to anyone against whom the allegations were made. The final determination may confirm the earlier determination, modify the earlier determination, modify the remedy, or reverse the earlier determination.

(e) Implementation

The Chief Judge or other designated judge has the responsibility for implementing the final determination. If you have any questions about implementation, you can check with the ADA Coordinator.

(f) Time Limits

All of the offices involved in the resolution of complaints through this grievance process will try to comply with the stated time limits. However, strict compliance is not always possible due to, for example, the absence of important witnesses, or the need for additional information from the grievant, or the need to complete an unusually complex investigation. Whenever possible, the grievant will be notified about delays.

**(6) Retaliation is Prohibited**

The Arizona Court of Appeals, Division One will not discriminate against any individual because that individual has opposed any act or practice made unlawful by Title II of the ADA, or because that individual made a charge, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing under Title II of the ADA.

The Arizona Court of Appeals, Division One will not coerce, intimidate, threaten, or interfere with any individual in the exercise or enjoyment of, or on account of his or her having exercised or enjoyed, or on account of his or her having aided or encouraged any other individual in the exercise or enjoyment of, any right granted or protected by Title II of the ADA.

**(7) Federal and State Human Rights Agencies**

An individual may file a claim of discriminatory treatment based upon disability in the services, programs or activities of the Arizona Court of Appeals, Division One with an outside agency, even while a grievance is pending using the Court's Grievance Procedures.

Time limits for filing disability discrimination claims with outside agencies may be different than the time limits for filing a complaint with the Arizona Court of Appeals, Division One. Be sure to check with the outside agency for its filing deadlines.

**(8) Alternative Formats**

This Notice will be made available in alternative formats upon request.

## Endnotes

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<sup>1</sup> This Notice and its related forms and Grievances Procedures are inapplicable to claims, complaints, or remedies relating to employment or application for employment. A separate procedure exists for claims of disabilities discrimination relating to employment. Information about the separate procedure for employment-related claims may be obtained from the Equal Employment Opportunity Officer of the Human Resource office of the Arizona Court of Appeals, Division One.

<sup>2</sup> The Arizona Court of Appeals, Division One, in its discretion, may assign one or more designees to an ADA Coordinator.

<sup>3</sup> The ADA Coordinator cannot give legal advice to individuals who require assistance in completing forms.

<sup>4</sup> The Grievance Procedures set out in this Notice apply to grievances related to programmatic access to the court system; the grievance procedures do not apply to acts by judges in their official capacity, such as deciding cases.

<sup>5</sup> See end note #3.