



Judicial Council of Georgia / Administrative Office of the Courts

ADA GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Judicial Council of Georgia / Administrative Office of the Courts ("JC/AOC"). The JC/AOC personnel policies govern employment related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. A sample complaint form is included below. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to either person listed below:

Jacqueline Booker, HR Manager
Judicial Council/Administrative Office of the Courts
244 Washington Street, SW, Suite 300
Atlanta, GA 30334
Jacqueline.Booker@georgiacourts.gov

Jasmine Duffin, HR Generalist
Judicial Council/Administrative Office of the Courts
244 Washington Street, SW, Suite 300
Atlanta, GA 30334
Jasmine.Duffin@georgiacourts.gov

Within 15 calendar days after receipt of the complaint, the JC/AOC HR Manager or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the JC/AOC HR Manager or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the JC/AOC and offer options for substantive resolution of the complaint.

If the response by the JC/AOC HR Manager or designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the JC/AOC General Counsel.

Within 15 calendar days after receipt of the appeal, the JC/AOC General Counsel or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the JC/AOC General Counsel or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the JC/AOC HR Manager or designee, appeals to the JC/AOC General Counsel or designee, and responses from these two offices will be retained by the JC/AOC for at least three years.



Judicial Council of Georgia / Administrative Office of the Courts

ADA GRIEVANCE PROCEDURE - COMPLAINT FORM

Name: _____ Home Telephone: _____

Work Telephone: _____

Address: _____ Mobile Telephone: _____

_____ E-mail Address: _____

When did the acts that you believe were discriminatory occur? Date(s):

Please describe the act(s) that you believe were discriminatory.

Please be specific. Use additional sheets if necessary.

Signature (can be electronic)

Date