

CIRCUIT COURT OF JACKSON COUNTY, MISSOURI

Americans with Disabilities Act – Grievance Procedures

The Circuit Court of Jackson County, Missouri establishes the following grievance procedure to provide for the prompt and equitable resolution of complaints alleging any action prohibited by the ADA and implementing regulations. This procedure is adopted pursuant to regulations implementing Title II of the Americans with Disabilities Act (ADA). 28 C.F.R. Section 35.107.

1. All complaints must be presented in writing, with a brief description of the alleged violation of the ADA and/or implementing regulations, and the name, address and telephone number of the person making the complaint.
2. Complaints should be addressed to the ADA Coordinator for the Circuit Court, who is responsible for coordinating the Court's efforts to comply with the ADA, and conducting investigations of all complaints made pursuant to these procedures. Investigations shall be informal and prompt, affording all interested parties and their representatives an opportunity to submit information relevant to the complaint.
3. A written determination as to the validity of the complaint and a description of the resolution shall be provided to the complainant.
4. If the complainant is dissatisfied with the resolution of the complaint, he or she may request reconsideration by the Presiding Judge. The request must be submitted in writing, with a statement describing the continuing alleged violation of the ADA and/or implement regulations.
5. The right of a person to a prompt and equitable resolution of a complaint submitted pursuant to this procedure shall not be impaired by the person's pursuit of other remedies such as filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
6. This procedure shall be construed to protect the legal rights of interested persons and to assure that the Circuit Court of Jackson County, Missouri, is in compliance with the ADA and implementing regulations.
7. This grievance procedure does not replace Administrative Rule 7. Any personnel grievances or appeals made by a Court employee and covered by Administrative Rule 7 should be filed and pursued under the procedures set forth in that rule, not under the ADA grievance procedure.

CIRCUIT COURT ADA COORDINATOR
PUBLIC INFORMATION OFFICER/COMMUNITY OUTREACH COORDINATOR
CIRCUIT COURT OF JACKSON COUNTY, MISSOURI
415 EAST 12TH STREET, THIRD FLOOR
KANSAS CITY, MISSOURI 64106

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