



## San Francisco Superior Court Grievance Procedure for Disability Discrimination Complaints

The San Francisco Superior Court is committed to ensuring equal access to justice and providing fair, timely, and efficient case handling. If you believe the court has discriminated based on disability, please submit a written complaint that includes:

- Your name, address, and phone number,
- Case number (if there is one),
- Courthouse location,
- Date of the incident,
- Description of the incident.

You must submit your complaint within **30 days** of the incident.



If a disability prevents you from writing your complaint, please contact the ADA Coordinator at [jguandique@sftc.org](mailto:jguandique@sftc.org) or (415) 551-3621 to explore alternative submission methods.

### When to Submit a Complaint:

This process addresses general complaints regarding accessibility for individuals with disabilities within the court system. It covers aspects such as court policies, facilities, forms, filing systems, and other court-related services.



**Appeals—Do not use this process if the court has denied your request for accommodation and you want to appeal.** See those procedures in [California Rules of Court, Rule 1.100\(g\)](#):

- If your request was denied by a judge or commissioner, see [California Rules of Court, Rule 1.100\(g\)\(2\)](#), and [Rules 8.485 – 8.493](#) or [8.930 – 8.936](#);

Which court is the “appropriate reviewing court” under [California Rules of Court, Rule 1.100\(g\)\(2\)](#) depends on the court in which the accommodation decision is made and the nature of the underlying case. If the accommodation decision is made by a superior court judicial officer and the underlying case is a limited civil, misdemeanor, or infraction case, the appropriate reviewing court is the appellate division of the superior court. If the accommodation decision is made by a superior court judicial officer and the case is anything other than a limited civil, misdemeanor, or infraction case, such as a family law, unlimited civil, or felony case, the appropriate reviewing court is the Court of Appeal. If the accommodation decision is made by a judicial officer of the Court of Appeal, the appropriate reviewing court is the California Supreme Court.

- If your request was denied by someone other than a judge or commissioner, see [California Rules of Court Rule 1.100\(g\)\(1\)](#).

## Where to Submit Your Complaint:

Send your complaint, by mail or in person, to:



ADA Coordinator  
400 McAllister Street, Room 205  
San Francisco, CA 94102



Or email it to [jguandique@sftc.org](mailto:jguandique@sftc.org)



Or fax to (415) 551-5701

## After Submitting Your Complaint:

The ADA Coordinator will review your complaint, conduct an investigation, and provide a response in an accessible format. This process typically takes 30 to 60 days.

If you are dissatisfied with the ADA Coordinator's response, you have **10 days** to submit an additional complaint to Court Counsel by mail.



San Francisco Superior Court  
Attn: Managing Attorney  
400 McAllister Street, Room 205  
San Francisco, CA 94102

The Managing Attorney will provide a final response in an accessible format, typically within **30 to 60 days**. Complaints and responses will be retained for three years.