



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 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 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](#),
- 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



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.