

Supreme Court of Missouri
Grievance Procedure under the Americans with Disabilities Act

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). 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 Supreme Court of Missouri may use this procedure. The Court's Administrative Policy Manual governs employment-related complaints of disability discrimination.

The grievance should contain the following information:

- (1) Name and contact information of the person making the grievance or the person on whose behalf the grievance is being made.
- (2) The service, activity, program, or benefit that was not available.
- (3) The location where the violation is alleged to have occurred.
- (4) A complete statement of the grievance, including the facts on which it is based.
- (5) The desired accommodation, remedy, or other solution being requested.
- (6) The name and contact information of any witnesses who can provide relevant information regarding the facts underlying the grievance.

Any grievance should be submitted as soon as possible but no later than 60 calendar days after the alleged violation to the Court's ADA coordinator:

Beth S. Riggert, Communications Counsel
Supreme Court of Missouri
PO Box 150, Jefferson City, MO 65102
e-mail: beth.riggert@courts.mo.gov

Within 15 calendar days after receipt of the grievance, the ADA coordinator, or the ADA coordinator's designee, will respond to the grievant in writing or in an alternate format accessible to the person making the grievance or on behalf of whom the grievance is made. The response will explain the position of the Court.

If the response does not resolve the issue, the grievant or designee may appeal the decision within 15 calendar days after receipt of the coordinator's response to the clerk of the Supreme Court:

Betsy AuBuchon, Clerk
Supreme Court of Missouri
PO Box 150, Jefferson City, MO 65102
e-mail: betsy.aubuchon@courts.mo.gov

Within 15 calendar days after receipt of the appeal, the clerk or designee will make a response to the grievant in writing or in an alternate format accessible to the person making the grievance or on behalf of whom the grievance is made. The response shall be a final determination unless additional time is necessary to make the appropriate final determination.

A record of all grievances and appeals shall be maintained by the clerk of the Supreme Court of Missouri for at least three years.