



NEW MEXICO JUDICIAL BRANCH Twelfth Judicial District Court

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of the 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 Twelfth Judicial District Court (12thJDC).

The complaint should be in writing and must contain information about the alleged discrimination, name, address, and phone number of complainant and the location, date, and description of the problem. 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 complainant or the complainant's designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Twelfth Judicial District Court Administration

1000 New York Ave, Rm 209

Alamogordo, New Mexico 88310

Phone: (575) 437-7310 x 155

Email: ada.12thdistrict-grp@nmcourts.gov

Fax: (575) 575-812-5090

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of the Twelfth Judicial District Court and offer options for substantive resolution of the complaint.

If the complainant is not satisfied with the response by the ADA Coordinator, the complainant or the complainant's designee may appeal the decision to the Court Executive Officer of the Twelfth Judicial District Court within 15 calendar days after receipt of the response.

Within 15 calendar days after receipt of the appeal, the Court Executive Officer will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Court Executive Officer 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 ADA Coordinator, appeals to the Court Executive Officer, and responses from those offices will be retained by the Twelfth Judicial District Court for at least three years.