



## Delaware County Court of Common Pleas 32<sup>nd</sup> Judicial District of Pennsylvania

### **AMERICANS WITH DISABILITIES ACT (TITLE II) GRIEVANCE PROCEDURE**

This grievance procedure is established for the prompt resolution of complaints alleging any violation of Title II of the Americans with Disabilities Act (ADA) in the provision of services, programs, or activities by the Court of Common Pleas of Delaware County (Court). If you require a reasonable accommodation to complete this form, or need this form in an alternate format, please contact:

Nicole Brungard, Esquire  
ADA Coordinator  
Electronic Recording Center  
Delaware County Courthouse  
201 West Front Street  
Media, PA 19063  
610-891-4477  
610-891-8743 fax  
[brungardn@co.delaware.pa.us](mailto:brungardn@co.delaware.pa.us)

To file a complaint under the Grievance Procedure please take the following steps:

1. Complete the complaint form and return to the ADA Coordinator. Alternative means of filing complaints will be made available for persons with disabilities upon request. The complaint should be submitted as soon as possible but no later than sixty (60) calendar days after the alleged violation.
2. Within fifteen (15) calendar days of receipt of the complaint, the ADA Coordinator will investigate the complaint, including, meeting with the individual seeking an accommodation, either in person or via telephone, to discuss the complaint and the possible resolution. Within fifteen (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, Braille, or audio. The response will explain the position of the Court and offer options for substantive resolution of the complaint.

3. If the response to the complaint does not satisfactorily resolve the issue, the complainant may appeal the decision within fifteen (15) calendar days after receipt of the response to

Jennifer Galante, Esquire  
Grievance Appeals Coordinator  
Office of the Court Administrator  
Delaware County Courthouse  
201 West Front Street  
Media, PA 19063  
610-891-8603  
610-9128 (Fax)  
[galantej@co.delaware.pa.us](mailto:galantej@co.delaware.pa.us)

4. Within fifteen (15) calendar days after receipt of the appeal, the Grievance Appeals Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Grievance Appeals Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

This grievance procedure is informal. An individual's participation in this informal process is completely voluntary. Use of this grievance procedure is not a prerequisite to and does not preclude a complainant from pursuing other remedies available under law.

The UJS Policy on Non-Discrimination and Equal Employment Opportunity also encompasses disability-related issues and provides complaint procedures for UJS Court users. Any employment-related disability discrimination complaints will be governed by the UJS Policy on Nondiscrimination and Equal Employment Opportunity.