

SUPREME COURT OF PENNSYLVANIA



PENNSYLVANIA LAWYERS FUND FOR CLIENT SECURITY

Americans with Disabilities (Title II) Act 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 Unified Judicial System (UJS). If you require a reasonable accommodation to complete this form, or need this form in an alternate format, please contact Bethany A. Fetterhoff, ADA Coordinator for the Pennsylvania Lawyers Fund for Client Security.

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

1. Complete the complaint form and return to:

Bethany A. Fetterhoff, ADA Coordinator
PA Lawyers Fund for Client Security
P.O. Box 62585
Harrisburg, PA 17106
(717) 231-9510 or (800) 962-4618
(717) 231-9511 Fax
BFetterhoff@palawfund.com

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 Executive Director for the Pennsylvania Lawyers Fund for Client Security 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 resolutions. Within fifteen (15) calendar days of the meeting, the Executive Director 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 Pennsylvania Lawyers Fund for Client Security 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 the Board Chair for the Pennsylvania Lawyers Fund for Client Security. Within fifteen (15) calendar days after receipt of the appeal, the Board Chair

will meet with the complainant, either in person or by telephone, to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Board Chair 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.