



**THIRTEENTH JUDICIAL DISTRICT COURT
CIBOLA, SANDOVAL and VALENCIA COUNTIES**

**Grievance Procedure Under the
Americans with Disabilities Act (ADA)**

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 Thirteenth Judicial District Court (TJDC).

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:

Phillip Romero- Deputy Court Executive Officer
Thirteenth Judicial District Court
P.O. Box 1089
Los Lunas, NM 87031
Phone: (505) 865-2430
Fax: (505) 865-0969
Email: lludpar@nmcourts.gov

Within 15 calendar days after receipt of the complaint, the Court's designee will meet with the Complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Complainant will receive 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 Thirteenth Judicial District Court and offer options for substantive resolution of the complaint.

If the complainant is not satisfied with the response, the complainant or the complainant's designee may appeal the decision to the Court Executive Officer of the Thirteenth 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 or designee, appeals to the Court Executive Officer, and responses from those offices will be retained by the Thirteenth Judicial District Court for at least three years.