



ADMINISTRATIVE OFFICE  
of PENNSYLVANIA COURTS

## **AMERICANS WITH DISABILITIES ACT (TITLE II) POLICY**

The Unified Judicial System of Pennsylvania (UJS) complies with Title II of the Americans with Disabilities Act (ADA) which provides that “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity”. 42 U.S.C.A. §12132. Pursuant to that requirement, if you are an individual with a disability who needs an accommodation in order to participate in any service, program, or activity of the Administrative Office of the Pennsylvania Courts, ("AOPC"), you are entitled, at no cost to you, to the provision of certain assistance. The ADA does not require the AOPC to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

If you require an accommodation under the ADA, it is recommended that you make your request as soon as possible or at least three (3) business days before your scheduled participation in any AOPC program or activity. All requests for accommodation, regardless of timeliness, will be given due consideration and if necessary, may require an interactive process between the requestor and the AOPC to determine the best course of action.

To request a reasonable accommodation, please complete AOPC's *Request for Reasonable Accommodation Form* and return it to:

Mary Vilter, Esq.  
ADA Coordinator, AOPC  
1515 Market Street, Suite 1414  
Philadelphia, PA 19102  
215.560.6300 (phone)  
215-560-5485 (fax)  
mary.vilter@pacourts.us

If you need assistance completing this form, contact the ADA Coordinator. Complaints alleging violations of Title II under the ADA may be filed pursuant to the UJS Grievance Procedure with Mary Vilter, ADA Coordinator. A response will be sent to you after careful review of the facts.



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## **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 Administrative Office of the Pennsylvania Courts ("AOPC"). If you require a reasonable accommodation to complete this form, or need this form in an alternate format, please contact Mary Vilter, AOPC, 1515 Market Street, Suite 1414, Philadelphia, PA 19102, [mary.vilter@pacourts.us](mailto:mary.vilter@pacourts.us), 215.560.6300.

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

1. Complete the complaint form and return to Mary Vilter, ADA Coordinator, contact information noted above. 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, Mary Vilter, ADA Coordinator, or her designee, 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, Mary Vilter, ADA Coordinator, or her designee 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 Administrative Office of the Pennsylvania Courts 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 Court Administrator, or his or her designee. Within fifteen (15) calendar days after receipt of the appeal, the Court Administrator or his or her designee will meet with the appellant, either in person or via telephone, to discuss the complaint and possible resolutions. Within fifteen (15) calendar days

of this meeting, the Court Administrator or his or her designee 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.