

Legal Portal

Quick Reference Guide

Submit a Complaint, Prelitigation Letter, or Case Resolution



Introduction

Pursuant to [California Civil Code § 55.32](#), attorneys are required to submit complaints, prelitigation letters, and case outcome reports within five business days of a court filing are required to submit in a standard format specified by the California Commission on Disability Access (CCDA).

Since December 3, 2019, CCDA has established the standard format for all complaints, prelitigation letters, and case resolution reports to be submitted electronically through CCDA's Legal Portal that is accessible from the [CCDA website](#). If a case resolution needs to be submitted for a complaint that was previously filed outside of the Legal Portal, CCDA will accept the case resolution via email.

To assist attorneys in submitting the required information successfully, CCDA has published this quick reference guide on the CCDA website and is making this guide available to all attorneys. Additionally, attorneys may contact [CCDA's Data and Research Analyst](#) or call (916) 319-9974 to request additional assistance.

Legal Portal Registration

Register Business

1. From CCDA's website, navigate to the [Government Services Portal](#), then select **Register for CCDA or CMAS**
2. From the drop-down menu of **"Select an Application to Register"**, choose **"California Commission for Disability Access (CCDA)"**
3. Provide the Organization Information and Supper User Account Details.
4. Save the **Organization Registration Code**
5. Click **Submit**

Create an Account

1. From CCDA's website, navigate to the [Government Services Portal](#), then select **Create Account**
2. From the drop-down menu of **"Are you registering as an authorized user for an existing business?"**, choose **"Yes"**
3. Enter the user information and Organization Registration Code
 - If you do not remember the Organization Registration Code, you can click **Email Organization Registration Code** after you enter your email address, The registration code will be emailed to you, Check the "I am not a robot" reCAPTCHA box
4. Check the "I am not a robot" reCAPTCHA box
5. Click **Register** to register the user to the law firm identified by the Organization Registration Code.

Log In

1. From CCDA's website, navigate to the [Government Services Portal](#), then enter Email address and Password, and click **Log In**
2. If logging in for the first time, you will be prompted to change your password:

- a. Must be at least 8 characters long and include at least one uppercase letter, one lowercase letter, and one number.

Submission Options

Submit a Complaint

1. Fill in all required fields with detailed responses. Must select all alleged violations that apply. If not listed, select OTHER to type an alleged violation and a detailed description.

NOTE: If you select **YES** in the “Is the Plaintiff(s) a High Frequency Litigant as defined in [Code of Civil Procedure 425.55\(b\)](#)” field, the “Complaint Filed In” field defaults to “State Court.”

2. To upload documents, scroll to the bottom of the page, then click the **paperclip** icon.
3. Once information has been entered, click **SUBMIT** at the bottom of the page. You will receive a confirmation email.

Submit a Prelitigation Letter

1. To submit a prelitigation letter, select **SUBMIT A COMPLAINT**.
2. Select “Prelitigation Letter” from the drop-down list. The source of this information is (Select one and supply corresponding date).
3. Fill in all required fields with detailed responses. Must select all alleged violations that apply. If not listed, select OTHER to type an alleged violation and a detailed description.
4. To upload a prelitigation letter, scroll to the bottom of the page, click the **paperclip** icon.
5. Once information has been entered, click **SUBMIT** at the bottom of the page. You will receive a confirmation email.

Submit an Amended Complaint

1. In the Complaint Case field, use the drop-down list to select the original case. You can also start typing the complaint case number (starting with *cmpl*) to filter the list.
 - The system will populate the form with information previously submitted.
2. Fill in all required fields with detailed responses. Must select all alleged violations that apply or select OTHER to type an alleged violation and a detailed description.
3. To upload an amended complaint, scroll to the bottom of the page, click the **paperclip** icon, locate the document, then click **SUBMIT**. You will receive a confirmation email.

Once submitted, amended complaints can only be edited by the administrator in your law firm.

Submit a Case Resolution Report

1. In the “Complaint Case” field, use the drop-down list to select a case or type the complaint case number (starting with *cmpl*) to filter the list. For complaint cases filed outside of the legal portal, email the case resolution form to [CCDA](#), ccda@dgs.ca.gov.
2. The system populates the form with corresponding complaint information previously submitted. Fill in all required fields with detailed responses. Must select all alleged violations that apply. If not listed, select **OTHER** to type an alleged violation and a detailed description.
3. You can upload documents by scrolling to the bottom of the page and clicking the **paperclip** icon.
4. When you have finished providing the case resolution information, scroll to the bottom of the page and click **SUBMIT**. You will receive a confirmation email.



Questions? Contact CCDA

1. Click “Ask California Commission on Disability Access a Question”
2. Type your question or concern.

NOTE: To view the comprehensive Legal Portal User Guide, visit CCDA’s [website resources](#).

California Commission on Disability Access

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