



## **GRIEVANCE PROCEDURES UNDER AMERICANS WITH DISABILITIES ACT**

The City of Hartford will generally, upon request, provide appropriate aids and services leading to effective communication for persons with disabilities so they can participate equally in City programs, services, and activities. This may include sign language interpreters, accessible documents, and other accessible formats for people who have speech, hearing, or vision disabilities.

The City of Hartford will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy the City's programs, services, and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact the applicable City department or the City's Americans with Disabilities Act (ADA) Coordinator at (860) 324-0064 at least 48 hours prior to the meeting or event.

The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

### **I. REPORTING AND FILING COMPLAINTS**

This City of Hartford grievance procedure is established to adhere to 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 by the City of Hartford.

Any person alleging to be aggrieved (the "Complainant") by a discriminatory practice may in person or through a legal representative, file a complaint with the City of Hartford Office of Equity and Opportunity. In any such complaint, the Complainant may wish to include the names of all relevant parties, contact information, the date of the alleged violation, and a detailed explanation of events.

Allegation(s) of discrimination received by facsimile or e-mail will be acknowledged and processed. Complaints received by telephone will be transcribed and provided to the aggrieved party for confirmation, revision and signature before processing.

The complaint should be submitted by the Complainant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation.

Please remit all complaints to the City of Hartford Office of Equity and Opportunity at 860-324-0064 or [karen.taylor2@hartford.gov](mailto:karen.taylor2@hartford.gov).

## II. INVESTIGATION AND APPEAL

Where feasible, within fifteen (15) calendar days after receipt of the complaint, a representative of the City of Hartford Office of Equity and Opportunity (OEO representative) will meet with the Complainant to discuss the complaint and possible resolutions. At this meeting, the Complainant shall explain as fully as possible the allegations and circumstances surrounding the alleged discriminatory action, and identify the individual(s) and/or organization(s) responsible for the alleged discriminatory action. If the Complainant requires an interpreter or other accommodation, the Complainant must notify the City of Hartford Office of Equity and Opportunity beforehand.

Where feasible, within fifteen (15) calendar days of the meeting, the OEO representative will respond in writing, or in another format accessible to the aggrieved party, such as large print or Braille, with one of two letters: (1) a closure letter, which summarizes the allegations and facts, and states that in the investigation by the OEO representative there was no ADA violation and that the matter is closed, or (2) a letter of finding summarizing the allegations and facts, and explaining the actions that will be taken by the City to properly address the discriminatory action.

The Complainant can request a reconsideration of the case if he/she is dissatisfied with the resolution. The request for reconsideration must state the reason the Complainant disagrees with the resolution and must be made no more than fifteen (15) days after the determination is issued. The ADA Coordinator shall issue a written response to the request for reconsideration within thirty (30) days of the request in a format that is accessible to the Complainant.

A complaint log and all investigations will be maintained with the City of Hartford Office of Equity and Opportunity in accordance with the State of Connecticut Records Retention Schedule.

At any time, a person may also file a complaint with: U.S. Department of Justice through the ADA Information Line: 1-800-514-0301 (TTY: 1-800-514-0383). You can also submit a written complaint to:

U.S. Department of Justice, Civil Rights Division  
Disability Rights Section  
950 Pennsylvania Avenue, NW  
Washington DC 20530-0001