

ADA COMPLAINT/ GRIEVANCE FORM

Date:

Complainant:

Address:

Telephone:

(Home) _____

(Work) _____

STATEMENT OF INCIDENT/ PROBLEM:

City service, program, or facility

Signature

CITY OF NORWALK
HUMAN RELATIONS COMMISSION
MAYOR HARRY W. RILLING
125 EAST AVENUE, ROOM 125
NORWALK, CT 06856

CITY OF NORWALK

**Americans with Disabilities Act
Information
Requests for Accommodation**

Grievance Procedure



**CITY OF NORWALK
HUMAN RELATIONS COMMISSION
MAYOR HARRY W. RILLING**

AMERICANS WITH DISABILITIES ACT

INFORMATION AND REQUESTS FOR ACCOMMODATION

The City of Norwalk does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. The City of Norwalk does not discriminate on the basis of disability in its hiring or employment practices.

The City's goal is to provide people with disabilities an equal opportunity to participate in and to benefit from City programs. If you can not access a program or if you need aids for communication in City programs and services you may make your needs and preferences known to the ADA Compliance Coordinator.

Questions, concerns, complaints or requests for additional information regarding the ADA may be forwarded to Norwalk's ADA Compliance Coordinator:

Fair Rent
Room 125, Norwalk City Hall
Office Hours: Monday through Friday
8:30 AM – 5:00 PM
Phone: 854-7989
E-Mail: HumanRelations@norwalkct.org

ADA Grievance Procedure

This Grievance Procedure may be used by anyone who wishes to file a complaint alleging a problem or discrimination on the basis of disability in the provision of services, activities, programs or employment by the City of Norwalk.

The complaint should be submitted in writing as soon as possible, but no later than 60 days after the alleged problem or violation. The complaint should contain the following information.

Name, Address, Telephone Number of Complainant
Date
Description of the problem

Alternative means of filing the complaint are available upon request. The complaint should be submitted to:

ADA Coordinator
Norwalk City Hall
125 East Avenue, Room 125
Norwalk, CT 06856

The ADA Coordinator will meet with the complainant within 15 calendar days after the filing of the complaint to discuss possible resolutions. The Coordinator will take the complaint to the appropriate City Department and the Mayor's office and will respond in writing within 15 calendar days after the meeting. The response will explain of the City's position and will offer options for resolution of the issue.

If the response does not resolve the problem, the complainant may appeal the decision of the ADA Coordinator by filing a complaint with the Norwalk Human Relations Commission or Human Rights and Opportunities. The Human Relations Commission Code and By-Laws are available in Room 125, Norwalk City Hall.

All written complaints, appeals and responses will be kept on file by the City of Norwalk.

Please feel free to use the form on the back of this brochure or use a format that is most convenient for you.