

ADA COMPLAINT FORM

Please print out this form, fill it out and mail it to: NVCOG, or ConnDOT, or the Federal Transit Administration.

Name:

Street Address:

City or Town/State/Zip Code:

Phone:

Please provide the date(s) and location of the alleged discrimination, the name(s) of the individual(s) who allegedly discriminated against you including their titles (if known) or the lack of accessibility.

Please provide the names, addresses and telephone numbers of any witnesses.

Explain as briefly and as clearly as possible what happened, how you feel that you were discriminated against and who was involved. Please include how other persons were treated differently from you.

Signature/Date _____

You may use additional sheets of paper if necessary. Also include any written materials pertaining to your complaint.

Address: NVCOG: ADA Complaint
49 Leavenworth Street, 3rd Floor
Waterbury, CT 06702

Naugatuck Valley Council of Governments ADA Complaint Procedures

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate it.

A. Complaint Filing

- a. Any person who feels they have been subjected to discrimination under the Americans with Disabilities Act (ADA) or has a complaint about the accessibility of the Naugatuck Valley Council of Governments (NVCOG) system or services may file a complaint with the NVCOG Civil Rights Officer.
- b. A complaint must be filed within one hundred eight (180) days of the alleged incident.
- c. A complaint must be in writing on the NVCOG ADA Complaint Form and signed by the complainant or his/her representative, and include the complainant's name, address and telephone number. Complaints shall explain, as fully as possible, the facts and circumstances surrounding the alleged discriminatory action and individuals responsible for the alleged discriminatory action and names of any known witnesses.
- d. If you are unable to complete a written complaint due to a disability or if information is needed in another language, please contact us at 203-757-0535 or gfiler@nvcogct.gov for assistance.

B. Complaint Investigation

- a. NVCOG will review the complaint to determine if it is appropriate under the ADA.
- b. If the complaint conforms to ADA standards and all the required information is provided, then the complaint will be accepted.
- c. NVCOG may contact the complainant and witnesses if additional information is required.

C. Complaint Disposition

- a. All complaint and investigation correspondence will be retained by NVCOG.
- b. NVCOG will respond in writing to the complainant with the findings of the investigation within 90 days of receipt of the complaint.
- c. If the complainant disagrees with the findings, he/she may request reconsideration by submitting a request in writing to the Civil Rights Officer within ten (10) days of the date of NVCOG's letter. The request must include the basis for reconsideration. The Civil Rights Officer will notify you of the decision to accept or reject the request for reconsideration within ten (10) days. If granted, the Civil Rights Officer will issue a determination letter to the complainant upon completion of the reconsideration review.

D. Additional Complaint Options

NVCOG encourages you to file the complaint with us. However, you may file a complaint with the Federal Transit Administration.

Federal Transit Administration
Office of Civil Rights 1200 New Jersey Avenue SE
Washington, DC 20590