



The Town of West Hartford is committed to providing safe, accessible and courteous services to our patrons, customers and residents. The Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability, and requires the Town of West Hartford to ensure that individuals with disabilities have an equal opportunity to participate in all meetings, services, programs and activities, provided such action does not fundamentally alter the nature of its meetings, services, programs or activities, or impose undue financial or administrative burden.

This form may be used to file a complaint with the Town of West Hartford for alleged violations of ADA. If you need assistance completing this form or if needed in a different language, please contact the Town's ADA Coordinator identified on the second page.

#### CONTACT INFORMATION

Complainant's Name: \_\_\_\_\_

Representative Name *(if different from Complainant)*: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Please list preferred method of contact: \_\_\_\_\_

#### DETAILS OF THE INCIDENT

Describe the circumstances that promoted your specific ADA Complaint. Please be as specific and detailed as possible, and provide date of the incident and location. (Attach additional pages, if necessary)

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#### REQUESTED ACTION

Please describe the accommodations or request that would help to provide you with greater access to the Town's facilities, programs or services. (Attach additional pages, if necessary)

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\_\_\_\_\_

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\_\_\_\_\_

**Please indicate whether signature below is of:**    Complainant    Representative

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Today's Date

Completed form should be returned to:

**Suzanne Oslander, ADA Coordinator**  
**Department of Social Services**  
**50 South Main Street, Room 130**  
**West Hartford, CT 06107**  
**Telephone Number: 860-561-7580**  
**Email: [SuzanneO@WestHartfordCT.gov](mailto:SuzanneO@WestHartfordCT.gov)**

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.