



## INTRODUCTION

The Town of West Hartford ("Town") is committed to ensuring that no person shall, be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination, in the receipt of its services, or under any Town program, service or activity, on the grounds of race, color, religion, ethnicity, national origin, ancestry, sex, age, sexual orientation, genetic information, gender identity/expression, marital status, citizenship, veteran status, disability, or any other protected status in accordance with the requirements and any exceptions under applicable state or federal law.

The Town of West Hartford's Notice of Nondiscrimination is posted in all Town owned facilities and can be found on the Town website via <https://www.westhartfordct.gov/equity>. The Town has developed the following procedure to provide prompt and equitable resolution of discrimination complaints filed by Town program beneficiaries (i.e., program participants, customers, clients, consumers, members of the public). These procedures are part of an administrative process and do not deny the right of the complainant to file a formal complaint with other state or federal agencies.

## STATUTORY AUTHORITY

These procedures apply to complaints filed pursuant to applicable state or federal law, including, but not limited to:

- A. Title VI of the Civil Rights Act of 1964 [Prohibits discrimination on the basis of race, color, or national origin, in any program, service or activity that receives federal assistance];
- B. Title IX of the Education Amendments of 1972 (Title IX) [Prohibits discrimination on the basis of sex in any education or training program receiving federal financial assistance, with a limited number of defined exceptions];
- C. Section 504 of the Rehabilitation Act of 1973 [Prohibits discrimination on the basis of an individual's disability by all federal agencies and in all federally funded activities];
- D. The Age Discrimination Act of 1975, as amended [Prohibits discrimination in federally supported activities on the basis of age];
- E. U.S. Department of Homeland Security regulation 6 C.F.R. Part 19 [prohibits discrimination based on religion in social services].



## FILING A COMPLAINT

Complaints may be filed with the Town of West Hartford Equity Coordinator by any person who believes that they have been subjected to discrimination or retaliation prohibited by state or federal law, based upon race, color, religion, ethnicity, national origin, ancestry, sex, age, sexual orientation, genetic information, gender identity/expression, marital status, citizenship, veteran status, disability, or any other protected status.

Complaints may be brought orally or in writing but must be submitted to the Equity Coordinator within one hundred eighty (180) calendar days after the date of the alleged occurrence or when the alleged discrimination became known to the complainant.

A Discrimination Complaint Form is included with the complaint procedure and is also located on the Town website. Alternatively, a complaint may be submitted via any form of documentation that describes the nature of the complaint, includes a detailed description of the issues, identifies the protected class or law that is the basis of the complaint, includes names of the individuals in the action complained against, any potential witnesses, and the date of the alleged acts of discrimination.

Complaints should be completed and emailed, hand delivered or mailed to:

**Town of West Hartford Office of Equity Advancement**

C/O Equity Coordinator, Adrienne Billings-Smith

50 South Main Street Room 329

West Hartford, CT 06107

Email: [WHEquity@westhartfordct.gov](mailto:WHEquity@westhartfordct.gov)

Phone: 860-561-7488

OR

A Civil Rights Complaint can be filed with the U.S. Department of Homeland Security Office of Civil Rights and Civil Liberties (CRCL).

U.S. Department of Homeland Security

Office for Civil Rights and Civil Liberties

Compliance Branch, Mail Stop #0190

2707 Martin Luther King, Jr. Ave., SE

Washington, D.C. 20528-0190

Email: [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov) (fastest method to submit your complaint)



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## **PROHIBITION AGAINST RETALIATION**

Retaliation against any individual who reports, files a complaint, or assists in the investigation of a complaint is prohibited.

## **COMPLAINT PROCESSING**

The Equity Coordinator will review the Complaint and may solicit additional information from the complainant as needed. If additional information is requested and not received, the case may be closed.

A concerted effort will be made to complete the investigation within ninety (90) business days, though the Town may extend the time to address Complaints depending on the nature of the Complaint, the complexity of the issue; the availability of witnesses and parties; the limitations on Town staff and operations, and such other good faith and reasonable bases.

The Equity Coordinator will endeavor to resolve the Complaint. If the Complaint is not resolved and the Equity Coordinator determines that an investigation is warranted, the complainant will be notified in writing.

The Equity Coordinator will engage an independent investigator to investigate the Complaint and issue a report. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for remedial steps as appropriate and necessary. The preponderance of evidence standard will be applied to all complaint investigations. The investigation report will be provided to the Executive Director of Equity Advancement for review. The complainant will be notified in writing of the results of the investigation and what, if any, actions will be/have been taken in response to the Complaint.

The complainant shall also be notified of the right to appeal the decision.

The Office of Equity Advancement shall maintain a log of complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions, if any, taken by the Town of West Hartford in response to the complaint.



## RESOURCES

Anyone requiring an auxiliary aid or service for effective communication, or a modification of policies and procedures because of a disability in order to file a complaint should contact the Town of West Hartford ADA Coordinator, Suzanne Oslander, for assistance at [suzanneo@westhartfordct.gov](mailto:suzanneo@westhartfordct.gov) or (860) 561-7580.

Anyone requiring an auxiliary aid or service for effective communication, or a modification of policies and procedures because of Limited English Proficiency in order to file a complaint should contact the Office of Human Resources, for assistance at [claudia.tata@westhartfordct.gov](mailto:claudia.tata@westhartfordct.gov) or (860) 561-7483.

- If information is needed in another language contact, 860-561-7483.
- *Si necesita información en otro idioma, comuníquese al (860) 561-7483*
- 如果需要其他语言的信息，请联系 (860) 561-7483。
- Если необходима информация на другом языке, позвоните по телефону (860) 561-7483.

Please contact the Town's Office of Equity Advancement with any questions or assistance regarding the complaint procedure.