



CITY OF NEW HAVEN
AMERICANS WITH DISABILITIES ACT
GRIEVANCE PROCEDURE

This ADA grievance procedure is intended to protect the rights of interested persons, to meet appropriate due process standards and to assure the City of New Haven's compliance with the Americans with Disabilities Act of 1990 (ADA). Through this Grievance Procedure, the City of New Haven reaffirms its commitment to provide access to all City of New Haven programs, services, and/or activities to all persons regardless of physical and/or mental disability.

ADA Grievance/Complaint Procedures:

1. Any person who believes they have been unfairly denied access to, or benefit of any City program, service or activity based upon physical or mental disability, may submit a complaint in writing as soon as possible but within sixty (60) days of the alleged violation. The complaint should be submitted to the City of New Haven's designated ADA Coordinator:

Gretchen Knauff
Department of Services for Persons with Disabilities
165 Church Street
New Haven, CT 06510
Phone: (203) 946-7651 (voice) or (203) 946-8582 (TTY)
Email: gknauff@newhavenct.gov

2. Written complaints may be filed by mail or email at the appropriate address above. Individuals with disabilities requiring a disability-related accommodation to file a complaint, should contact the ADA Coordinator. Complaints should include:
 - a. Today's Date
 - b. Date of the Alleged Discrimination
 - c. Complainant's Name, home address, telephone, and email
 - d. Name of the City department, program or agency involved in the alleged discrimination.
 - e. Description of the alleged discrimination.
3. The ADA Coordinator will review the complaint within 15 days and contact the complainant for a discussion of the complaint. All complaints will be appropriately investigated, if necessary, and a written response returned to the complainant by the ADA Coordinator or their designee within sixty (60) days of the filing of the complaint.

The response will be provided in a format that is accessible to the complainant such as large print, Braille, or audio file. Where appropriate, the ADA Coordinator may mediate or offer options for resolution of the complaint.

4. The ADA Coordinator shall maintain the files and records of the City relating to all complaints received and actions taken.

NOTICE: The right of a person to have prompt and equitable resolution of the complaint filed with the ADA Coordinator shall not be impaired by the complainant's pursuit of other remedies such as filing with the City's Commission on Equal Opportunities, the Connecticut State Human Rights and Opportunities Commission, the appropriate federal department, or private counsel. Complainants would not be required to exhaust the public entity's grievance procedures before filing a complaint with the appropriate federal agency.

REVISED: March 31, 1992, January 1996, September 2023