

**Grievance Complaint Procedure**  
**Under the Americans with Disabilities Act (ADA)**

*This form accompanies form PC-3, Grievance/Complaint Filed under the Americans with Disabilities Act.*

This process was established to meet the requirements of the Americans with Disabilities Act (ADA) to address complaints concerning the services, programs and activities of the Probate Courts. Any person who believes that he/she has been discriminated against or that a reasonable accommodation has not been provided to him/her that would permit the person to fully participate in, or receive the benefits of, the services, programs or activities of the Probate Courts may file a complaint under this process.

1. The complaint must be in writing, must be signed by the complainant and must be filed no later than ten (10) days after the act or decision that forms the basis of the complaint, unless, for good cause shown, the ten (10) day period is extended. The complaint shall be submitted to: Robert D. Coffey, Probate Court ADA Hearing Officer, 186 Newington Road, West Hartford, Connecticut, 06110. Alternative means of filing a complaint, such as a personal interview or a tape recording of the complaint, will be made available for a person with a disability upon request.
2. Each complaint must be dated and must contain the full name and address of the person filing the complaint. The complaint must contain a description of the alleged discriminatory act or decision, including relevant dates and locations, if applicable. All documents that relate to the complaint or the names and contact information of witnesses must also be submitted with the complaint. The complaint should also state the desired remedy or solution requested.
3. The Probate Court ADA Hearing Officer will promptly review all complaints filed under this procedure.
4. The Probate Court ADA Hearing Officer shall obtain any and all information or documents that were submitted with the request for accommodation or that relate to the complaint or to the decision that forms the basis for the complaint.
5. Within ten (10) days of receiving the complaint, the Probate Court ADA Hearing Officer shall consider the information and documents submitted. If it is determined that the information submitted is insufficient, the Probate Court ADA Hearing Officer may request, obtain and consider additional information that is deemed necessary to a full and fair determination of the complaint.
6. If, after consideration, the Probate Court ADA Hearing Officer concludes that there is insufficient information to sustain the complaint, the complaint shall be dismissed. The Probate Court ADA Hearing Officer shall advise the complainant in writing or, where appropriate, in a format accessible to the complainant, of the dismissal of the complaint and of the federal and state agencies available should the person wish to pursue the matter further. To the extent possible, any decision shall be made within thirty (30) calendar days from the date the complaint was filed.
7. If, after consideration, the Probate Court ADA Hearing Officer concludes that there is reason to believe that a discriminatory act may have occurred or that a reasonable accommodation was not offered or provided, the Probate Court ADA Hearing Officer shall promptly attempt to resolve the complaint with the person who filed the complaint. To the extent possible, any decision shall be made within thirty (30) calendar days from the date the complaint was filed. If the Probate Court ADA Hearing Officer is able to resolve the complaint, the resolution shall be set forth in writing and sent to the complainant. If the Probate Court ADA Hearing Officer is not able to resolve the complaint, the Probate Court ADA Hearing Officer shall advise the complainant, in writing, of the offers that have been made to resolve the complaint and of the federal and state agencies available should the person wish to pursue the matter further.
8. The Probate Courts are committed to preserving confidentiality. Except as otherwise required by law, including but not necessarily limited to, a court order, lawful subpoena or the Freedom of Information Act or other statute, information and records provided as part of a complaint filed under this process will be discussed and disclosed only as necessary to conduct a complete investigation and render a decision, including discussion of possible resolutions. The complaint and any material gathered as a result of the complaint will be retained by the Office of the Probate Court Administrator a minimum of three (3) years from the date of the final resolution of the complaint unless the complainant pursues the matter further.
9. Every effort will be made to comply with the time limits contained herein. Complex investigations or the absence of witnesses may cause unnecessary delay. The procedures and time limitations herein are to be liberally construed to provide a full review of complaints alleging discrimination or the failure to provide a reasonable accommodation.

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Received:



- Instructions:**
- 1) This form may be used to file a grievance or complaint under the Americans with Disabilities Act if a request for accommodation was denied or a person believes he or she has been discriminated against.
  - 2) This form shall be sent to the Probate Court ADA Hearing Officer, 186 Newington Road, West Hartford, CT 06110 no later than ten (10) days after the decision or act that forms the basis of the complaint.
  - 3) Attach a copy of any written request for accommodation and the decision by the ADA contact or coordinator, if issued.
  - 4) For further information, see the instructions attached to this form.
  - 5) Type or print the form in ink. Use an additional sheet, or PC-180, if more space is needed.

<b>Person filing the complaint</b> (Name and address)	<b>Telephone Number</b>
<b>Probate Court where accommodation was denied</b>	<b>Email</b> (Optional)

**Describe the alleged discriminatory act or decision.** (Include dates, locations, names and contact information for witnesses.)

**What remedy or solution are you requesting?**

Signature of Person Filing Complaint

Print or type name

Date

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- The complaint is dismissed.
- The following resolution is offered, and the matter is concluded:
- The above resolution has been offered, but the matter is not concluded.
- The complainant has been told about the federal and state agencies that are available if he or she wants to pursue the matter further.

Additional Comments:

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Signature of Probate Court ADA Hearing Officer	Date
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