





## CONNECTICUT DEPARTMENT OF TRANSPORTATION

Members of the public may file complaints or concerns alleging violations of Title II of the Americans with Disabilities Act (ADA) or Section 504 of the Rehabilitation Act in reference to any service or program funded through the Connecticut Department of Transportation.

### **ADA/504 COMPLAINT PROCEDURE**

#### **Complaint Filing:**

- 1) All ADA/504 accessibility complaints can be submitted to the Customer Care Center using the [Contact Us online form \(click link\)](#) or by email: [DOT.CustomerCare@ct.gov](mailto:DOT.CustomerCare@ct.gov) or by phone: (860) 594-2560.
- 2) For ADA accessibility issues related to **Public Transit Service ADA complaints** (Complaints that public transportation is not accessible, including bus, train, or paratransit services) individuals may also contact the ADA Coordinator for Public Transit Services by phone at 860-594-3135.

For ADA accessibility issues related to **Public Right of Way and DOT-owned Buildings** (State-maintained roads, curb ramps, traffic signals, service plazas, rest areas, bus shelters, park and ride lots, sidewalks, crosswalks, CTDOT-owned buildings or facilities, capital projects) individuals may also contact the ADA Coordinating Engineer by phone at 860-594-2775.

- 3) ADA/504 Accessibility complaints may also be mailed to the following address:

Connecticut Department of Transportation  
ATTN: ADA Complaints, Room 3219  
2800 Berlin Turnpike  
P.O. Box 317546 Newington, CT 06131-7545

To file in an alternative format, please contact the Office of Equal Opportunity & Diversity at (860) 594-2211 or email: [eric.d.smith@ct.gov](mailto:eric.d.smith@ct.gov)

Please keep a copy of your complaint and the original documents for your own records.

#### **Complaint Investigation:**

The Connecticut Department of Transportation may contact the Complainant if additional information is required. For all complaints received, our ADA Coordinator for Public Transit Services or ADA Coordinating Engineer will assure that the matter is addressed, investigated, or referred to an appropriate investigatory authority. The evaluation process will begin within 15 days of receipt of the complaint and the Complainant will be notified at that time.

*For Transit related complaints*, the ADA Coordinator for Public Transit Services will handle the complaint and ensure that a response is given in writing to the complainant with the findings of the investigation within 90 days of receipt of the complaint. If the complainant disagrees with the findings, he/she may request for further reconsideration.



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**Records Retention:** ADA-related complaints and responses from CTDOT will be retained for 3 years.

**For language assistance please contact, (860) 594-2109**

如需更多信息或免费语言协助, 请致电 (860) 594-2109

Per informazioni aggiuntive o assistenza linguistica gratuita, chiamare il numero (860) 594-2109.

Para obter mais informações, ou para auxílio gratuito em outro idioma, ligue para (860) 594-2109

Aby uzyskać dodatkowe informacje lub bezpłatną pomoc tłumacza, proszę dzwonić pod numer (860) 594-2109.

Для получения подробной информации или бесплатных услуг перевода звоните по телефону (860) 594-2109

Pou jwenn plis enfòmasyon, oswa asistans ak lang gratis, ranpri rele (860)594-2109.

لمزيد من المعلومات أو للحصول على مساعدة لغوية مجانية، يرجى الاتصال بالرقم (860) 594-2109.

Si vous souhaitez en savoir plus ou bénéficier d'une assistance linguistique gratuite, merci de composer le numéro suivant (860) 594-2109.

अधिक जानकारी या निःशुल्क भाषा संबंधी सहायता के लिए कृपया (860) 594-2109 पर कॉल करें।

추가 정보가 필요하거나 무료 언어 지원이 필요하시면 (860) 594-2109 로 전화주십시오.

Để có thêm thông tin hoặc hỗ trợ ngôn ngữ miễn phí, vui lòng gọi (860) 594-2109