

Any person who believes that they have been discriminated against or denied full participation in transportation on the basis of disability by the City of Stamford or the operator of the Harbor Point Trolley system file an ADA complaint.

ADA complaints may be submitted to the Stamford Access for All Committee as follows:

By Mail:

Access for All (A4A) Stamford
c/o Mayor's Office
888 Washington Boulevard
Stamford, CT 06901
By E-mail: A4ACommittee@StamfordCT.gov

By Phone: 203-977-4112

The City of Stamford will investigate all ADA complaints received within 90 days of the alleged incident. ADA complaint forms may be submitted online, or via e-mail, phone, or US mail. The online complaint form can be accessed via the link provided below, or you may contact the Access for All Committee at (203)977-4112 and request that one be mailed to you. Forms should be submitted to the attention of the ADA Complaint Officer at the address listed above.

Upon receipt of an ADA complaint, the City of Stamford will review the submitted information and send the complainant an acknowledgement letter informing them whether or not the complaint will be investigated as an ADA complaint.

The City may require up to 30 calendar days to investigate a complaint. If additional information is required in order to resolve the complaint, a City of Stamford representative may contact the complainant. The complainant will have 10 business days from the date of the letter to submit the requested information to the City official investigating the complaint. If the City of Stamford investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Stamford has the right to administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

Once the investigator has reviewed a complaint, they will issue one of two notices to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations stating that no ADA violation occurred and that the case will be closed. A LOF summarizes the allegations and the interviews concerning the alleged incident, and explains what, if any, corrective action, additional training of staff members, or other action will occur. If the complainant wishes to appeal Stamford's decision, they will have 10 business days from the date of the letter to do so.

Complaints may also be filed directly with the Federal Transit Administration at:

FTA Office of Civil Rights
ATTN: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue SE
Washington, DC 20590

CITY OF STAMFORD ADA COMPLAINT FORM

Please print this form, complete it and mail or email to: City of Stamford Access for All Committee or to the Federal Transit Administration.

Name: _____

Street Address: _____ Apt No: _____

City or Town/State/Zip Code: _____

Phone: _____ Email: _____

Please provide the date(s) and location of the alleged discrimination due to disability. Include the name(s) and title(s) of the individual(s) who allegedly discriminated against you (if known).

Explain as briefly and as clearly as possible what happened, how you feel that you were discriminated against and who was involved. Please include how other persons were treated differently from you.

Please provide the names, addresses and telephone numbers of any witnesses.

You may use additional sheets of paper if necessary. Also include any written materials pertaining to your complaint.

Signature/Date _____

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Washington, DC 20590

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