

CHRO Mission

The mission of the CHRO is to eliminate discrimination through civil and human rights law enforcement and to establish equal opportunity and justice within the state through advocacy and education.

The Commission on Human Rights and Opportunities:

Enforces human rights laws that ban illegal discrimination in employment, housing, public accommodations, and credit transactions

Monitors compliance with state contract compliance laws and with laws requiring affirmative action in state agency personnel practices

Establishes equal opportunity and justice for all persons in Connecticut through education and outreach activities.

Contact Information

Capitol Regional Office
450 Columbus Boulevard
Hartford, CT 06103
(860) 566-7710

Southwest Region Office
350 Fairfield Avenue 6th Floor
Bridgeport, CT 06604
(203) 579-6246
TDD (203) 579-6246

West Central Region Office
Rowland State Government Center
55 West Main Street Suite 210
Waterbury, CT 06702
(203) 805-6530
TDD (203) 805-6579

Eastern Region Office
100 Broadway, City Hall
Norwich, CT 06360
(860) 886-5703
TDD (860) 886-5707

Housing Discrimination Unit
450 Columbus Boulevard
Hartford, CT 06103
(860) 541-3403

For more information, visit our website
at: www.ct.gov/CHRO



Follow our Social Media at
www.facebook.com/CTCHRO
www.twitter.com/CT_CHRO

Commission on Human Rights & Opportunities



Complaint Process



How to file a discrimination complaint with the CHRO

Tel: (860) 541-3400

Tel: (800) 477-5737

www.ct.gov/CHRO

The CHRO Complaint Process

If you believe you have been discriminated against in:

- Employment
- Housing
- Public Accommodation
- Credit Transactions

Because of your:

Age	Lawful source of income (housing and public accommodations)
Alienage	
Ancestry	
Color	Learning disability
Criminal Record (state employment and licensing only)	Marital Status
Domestic violence victim	Mental Disability
Familial Status, responsibilities, or planning	National Origin
Failure to accommodate due to a disability	Physical disability
Gender Identity or Expression	Race
Genetic Information (employment)	Creed (Religion)
Guide Dog (access)	Retaliation (opposing discrimination)
Intellectual disability	Sex, including pregnancy and breastfeeding
	Sexual harassment
	Sexual orientation
	Veteran Status
	Clean Slate

Contact CHRO within 300 days of the discrimination

Intake

You should call one of our four regional offices or our housing unit to schedule an appointment to meet with a staff member, who may help draft and notarize your complaint. You can hire an attorney at any point in the process, but it is not required. You can also fill out a form on our website, www.ct.gov/CHRO.

Case Assessment Review

For all cases (except housing cases), a CHRO investigator will review your complaint, the respondent's answer, and your rebuttal to determine whether the complaint will be retained or dismissed. If retained, the case will be sent for mediation. If not, it will be dismissed and you will receive a release of jurisdiction to file your complaint in court. Housing cases go directly to a mediation.

Mediation

A neutral mediator will be assigned to try to resolve the issues of the complaint by bringing the parties together. This is a mandatory part of the process. The parties will have an opportunity to find a solution on terms they both play a role in shaping. The parties cannot be forced into an agreement or even to make an offer. If the case settles, the parties will draft an agreement based on the terms agreed upon. If it does not settle, the complaint is sent on to the next stage of case processing—investigation.

Investigation

The investigator assigned to your case will determine how to best conduct the investigation. This will be done through individual interviews, fact-finding conferences, or some combination of both. You should give the investigator any relevant information that you have, including names of possible witnesses and documents that could be helpful. After the investigation, you will be sent a draft of the investigator's findings. You will be given fifteen days to comment on the findings. The investigator will consider all comments and send a final finding to the parties. If the investigator makes a finding of reasonable cause, there will be another settlement meeting. If the case does not settle then, it will be certified to public hearing. If the investigator makes a finding of no cause, the case will be dismissed. You may request a reconsideration.

Public Hearing

The public hearing process involves three parties: the state (CHRO), the Respondent, and the Complainant. At public hearing, an attorney, who represents CHRO, will prepare and present the complaint to a Human Rights Referee. You do not need an attorney to participate in our process. You may, however, hire your own attorney to represent you in the hearing. If this is a housing discrimination case, you or the Respondent can elect to have the case heard by a judge in state court as opposed to a referee at public hearing. A public hearing is an administrative hearing and the referee will issue a decision after a hearing.