

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

Housing Complaints
860-541-3403

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

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



Commission on Human Rights & Opportunities



Complaint Process

How to file a complaint of discrimination with the CHRO

Tel: 860-541-3400

Tel: 800-477-5737

www.ct.gov/CHRO

If you believe you have been discriminated against in:

- Employment
- Housing
- Public Accommodation
- Credit Transactions

Because of your:

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

Contact CHRO within 300 days of the discrimination

The CHRO Complaint Process

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.

Case Assessment Review

For all cases EXCEPT housing, a CHRO investigator will review your complaint, their answer, and your rebuttal to determine whether the complaint will be retained or dismissed. If retained, it 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 is settled, the parties will draft an agreement based on the terms agreed upon. If it is not settled, the complaint is sent on to the next stage of processing.

Investigation

The investigator assigned to your case will determine how to best conduct the investigation. This will be done through interviews, fact-finding conferences, or some combination thereof. 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 finding for you to make comments. Your comments will be considered and a final finding will be sent to all parties. If the investigator makes a finding of reasonable cause, there will be another settlement meeting. If the case does not settle, 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.