

# Filing an ADA Complaint in Medical Settings



*These resources are provided for informational purposes only. Disability Rights Connecticut does not guarantee the quality of services you may receive from these resources. We encourage you to look into each of these resources and make your own decision.*

More options may be available. Contact **Disability Rights Connecticut** for more information.

<u>Type of Complaint</u>	<u>Agency</u>
<b>Hospital Complaint</b>	<p><b>Patient Relations:</b> Contact the Patient Relations/ or Services department of the hospital. Look for the anti-discrimination notice and contact them to resolve the ADA complaint.</p> <p><u>Possible result:</u> Informal agreement or compromise with hospital.</p>
<b>Health Care Practitioner Complaint</b>	<p><b>Connecticut Department of Public Health, Practitioner Investigations Unit:</b> Contact the agency to file a complaint about the care provided by an individual health care practitioner (i.e. doctor, dentist, nurse, chiropractor, etc.) or fill out the form and send it in.</p> <p>Address: 410 Capitol Ave., MS# 12HSR Hartford, CT 06134-0308            Phone: (860) 509-7552            Fax: (860) 707-1916 or (860) 509-7535            Email: <a href="mailto:dph.investigations@ct.gov">dph.investigations@ct.gov</a>            Link for the Form: <a href="https://portal.ct.gov/-/media/DPH/Practitioner-Investigations-Unit-complaint-form.pdf">https://portal.ct.gov/-/media/DPH/Practitioner-Investigations-Unit-complaint-form.pdf</a></p> <p><u>Possible results:</u> Investigation and/or settlement or, administrative hearing, and/or action on practitioner license.</p>
<b>Health Care Facilities State Complaint</b>	<p><b>Department of Public Health (DPH):</b> Anyone with knowledge or concerns about the care of a patient/resident in a licensed healthcare facility may file a complaint with DPH through an online website portal. Facility Licensing and Investigation Section (FLIS) is the agency that has regulatory oversight for all the licensed healthcare entities in the state.</p> <p>Address: 410 Capitol Ave., Hartford, CT 06134-0308</p>

	<p>Telephone: (860) 509-8000  Email: <a href="mailto:dph.fliscomplaint@ct.gov">dph.fliscomplaint@ct.gov</a>  Website: <a href="https://portal.ct.gov/DPH/Facility-Licensing--Investigations/Facility-Licensing--Investigations-Section-FLIS/FLIS-Complaint-Submission">https://portal.ct.gov/DPH/Facility-Licensing--Investigations/Facility-Licensing--Investigations-Section-FLIS/FLIS-Complaint-Submission</a></p> <p><i>Possible results:</i> Investigation, settlement, administrative hearing before professional healthcare licensing board and reporting adverse actions to national databases.</p>
<p><b>Discrimination State Complaint</b></p>	<p><b>Commission on Human Rights and Opportunities (CHRO):</b> Any received complaints alleging discrimination will be reviewed and possibly investigated. Where a violation is found, the CHRO will attempt to negotiate appropriate relief or bring the issues to a hearing. In most cases, complaints must be filed within 180 days of the alleged act of discrimination.</p> <p>CHRO’s Central Office Address:  450 Columbus Blvd., Suite 2, Hartford, CT 06103.  Telephone: (860) 541-3400 (Voice); (860) 541-3459 (TTY);  (800) 477-5737 (Toll-Free in CT, Voice).  Website: <a href="http://www.ct.gov/chro">www.ct.gov/chro</a></p> <p><i>Possible results:</i> Investigation, attempts at settlement, administrative hearing or a State Court hearing. Monetary relief can be awarded.</p>
<p><b>Discrimination Federal Complaint (Part 1)</b></p>	<p><b>Connecticut Department of Justice:</b> The Civil Division maintains a Civil Rights enforcement program with an office based in Connecticut, which brings civil rights actions to enforce federal statutes prohibiting discrimination on the basis of race, color, sex, disability, religion, familial status and national origin and to recover damages for victims of civil rights violations. You may fill out the complaint form and send it to the agency.</p> <p>Address: 157 Church St. 25<sup>th</sup> Floor, New Haven, CT 06510  Telephone: (203) 821-3700.  Fax: (203) 773-5376.  Email: <a href="mailto:USACT.Citizenscomplaint@usdoj.gov">USACT.Citizenscomplaint@usdoj.gov</a>  Website: <a href="https://www.justice.gov/usao-ct">https://www.justice.gov/usao-ct</a>  Link to Citizen’s Complaint form:  <a href="https://www.justice.gov/file/1214316/download">https://www.justice.gov/file/1214316/download</a></p>

	<p><u>Possible results:</u> Investigation, negotiations, or Federal court action including money damages.</p>
<p><b>Discrimination Federal Complaint (part 2)</b></p>	<p><b>U.S. Department of Justice (DOJ) – Civil Rights Division, Disability Rights Section:</b> This is the federal office based in Washington, DC. People can file an Americans with Disabilities Act complaint alleging disability discrimination against a State or local government or a public accommodation (including, for example, a restaurant, doctor's office, retail store, hotel, etc.) by mail or online. Complaints must be submitted in writing, press option six (6) to report a violation of the ADA, please allow up to 90 days for a response. You may fill out the complaint directly on the website.</p> <p>Address: 950 Pennsylvania Avenue, NW Civil Rights Division, Disability Rights Section – 1425 NYA, Washington, D.C. 20530.  Email: <a href="mailto:askcrd@usdoj.gov">askcrd@usdoj.gov</a>  Telephone: (202) 514-3847 (Voice); (202) 514-0716 (TTY); (844) 491-4945 (fax).</p> <p>Link to file an online complaint:  <a href="https://www.ada.gov/fact_on_complaint.htm">https://www.ada.gov/fact_on_complaint.htm</a></p> <ul style="list-style-type: none"> <li>○ ADA Information Line: For technical questions, call (800) 514-0301 (voice) or (800) 514-0383. ADA Specialists are available to answer questions on Monday, Tuesday, Wednesday, and Friday from 9:30 a.m. to 5:30 p.m., and Thursdays 12:30 p.m. to 5:30 p.m. (Eastern Time).</li> </ul> <p><u>Possible results:</u> Investigation, negotiations, or Federal court action including money damages.</p>
<p><b>Hospital Accreditation Complaint</b></p>	<p><b>The Joint Commission:</b> File a complaint writing your concern and by listing the name and address of the organization, and your name, address or e-mail address. The Joint Commission checks for other patient safety events about the organization, and may write to the organization about your concern. Sometimes, the Commission visits the organization to see if there is a problem. The Joint Commission will not share your name with the organization unless you say it is ok. You may fill out the complaint online.</p> <p>Address: One Renaissance Blvd., Oakbrook Terrace, IL 60181  Telephone: (630) 792-5000  Fax: (630) 792-5636  Email: <a href="mailto:patientsafetyreport@jointcommission.org">patientsafetyreport@jointcommission.org</a>  Website: <a href="https://bit.ly/332i8RN">https://bit.ly/332i8RN</a></p>

	<p>Link to file a complaint: <a href="https://bit.ly/2HojbTs">https://bit.ly/2HojbTs</a></p> <p><i>Possible results:</i> Investigation, Referral of matter to CT Dept. of Public Health or recommend withdrawal of hospital accreditation.</p>
<p><b>Discrimination in Health Services Federal Complaint</b></p>	<p><b>U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR):</b> Enforces federal civil rights laws, including the ADA. You may fill out a complaint online.</p> <p>Address: 200 Independence Ave. S.W., Washington, D.C. 20201  Telephone: (800) 368-1019  Email: <a href="mailto:OCRMail@hhs.gov">OCRMail@hhs.gov</a>  Link: <a href="https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf">https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf</a></p> <p><i>Possible results:</i> Investigation, Negotiation, If OCR determines your rights have been violated, the health care provider or state or local government agency that violated your rights is granted a specific time period to correct the violation or provide OCR with a plan of correction.</p> <p>Corrective action may include:</p> <ul style="list-style-type: none"> <li>• Changing a policy or procedure</li> <li>• Providing a service</li> <li>• Reinstating a person to a job</li> <li>• Restoring lost benefits</li> <li>• Providing notice to clients and employees that a recipient has taken steps to comply with a federal statute or regulation</li> </ul> <p>If the health care provider or state or local government is unwilling to take corrective action, OCR will recommend initiating enforcement proceedings. A final decision upholding a finding of a violation may result in the termination of Federal financial assistance to the recipient.</p>
<p><b>Assistance with filing a complaint</b></p>	<p><b>You may wish to file the complaint yourself, or with assistance from someone you trust. You do not need an attorney to file a complaint but you can look for one, if you wish.</b></p> <p><b>Lawyer Referral Service:</b> Use the link to search for an attorney by location, area of practice, in the state of Connecticut for free. The Connecticut Bar Association can suggest a private attorney who, for a nominal consultation fee, will assess a case and provide an estimate of the cost.</p> <p>Telephone: (860) 223-4400  Email: <a href="mailto:msc@ctbar.org">msc@ctbar.org</a>  Website: <a href="https://members.ctbar.org/search/custom.asp?id=2968">https://members.ctbar.org/search/custom.asp?id=2968</a></p>