



# TOWN OF BERLIN

## Office Of the Town Manager

### FAIR HOUSING MUNICIPAL GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Fair Housing Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of race, color, religion, sex, national origin, ancestry, creed, sexual orientation, gender identity or expression, marital status, lawful source of income, disability, age or because the individual has children in all programs and housing development activities funded or administered by the Town of Berlin.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible after the alleged violation to:

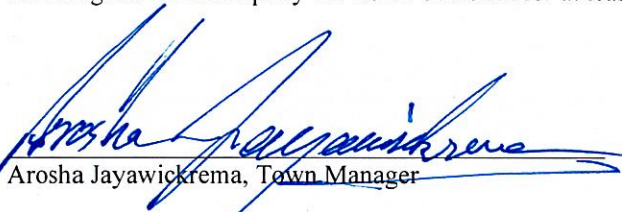
Arosha Jayawickrema, Town Manager  
860-828-7002  
240 Kensington Road  
Berlin, CT 06037

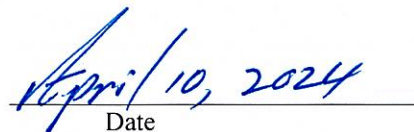
Arosha Jayawickrema will then meet with the complainant to discuss the complaint and possible resolutions. Following the meeting, Arosha Jayawickrema will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Arosha Jayawickrema and offer options for substantive resolution of the complaint.

Complaints may also be filed with the Commission on Human Rights and Opportunity, Special Enforcement Unit, 21 Grand Street, Hartford, CT 06106, telephone 860-541-3403 within 180 days of the alleged violation by submitting a notarized complaint and/or the Boston Regional Office of FHEO, U.S. Department of Housing and Urban Development, Thomas P. O'Neill, Jr., Federal Building, 10 Causeway Street, Room 321, Boston, MA 02222-1092, telephone (617) 994-8300 or 1-800-827-5005, TTY (617) 565-5453. A complaint may be filed with HUD within one year after an alleged violation by telephone (1-800-669-9777, mail or via the Internet by filling out a fair housing complaint form online at:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/fair\\_housing\\_equal\\_opp/complaint-process](http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/complaint-process)

All written complaints received by Arosha Jayawickrema and responses from the Fair Housing Officer or his or her designee will be kept by the Town of Berlin for at least three years.

  
Arosha Jayawickrema, Town Manager

  
Date