



## FAIR HOUSING POLICY Discrimination Complaint Procedures

September 7, 2018

If any person believes that his or her rights have been violated under the Fair Housing Act, he or she may file a complaint with the Fair Housing Officer of the Town of Portland at Town Hall.

### Filing a complaint

Complaints shall be filed with the Fair Housing Officer not later than sixty (60) days after the act of discrimination occurred.

### Complaint form

The complainant should use the HUD Housing Discrimination Information Form available from the Fair Housing Officer or online:

[https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](https://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint)

### Review of Complaint

The Fair Housing Officer shall review the complaint and attempt to effect voluntary compliance with the law on the local level. If this is not possible, Fair Housing Officer will refer the complainant to the Department of Housing and Urban Development (HUD) and/or to the Connecticut Commission on Human Rights and Opportunities (CHRO).

### Additional Information

The deadline for filing written complaints with HUD and CHRO are one year and eighteen months respectively after the violation occurred.

**For Connecticut, Maine, Massachusetts,  
New Hampshire, Rhode Island, and Vermont:  
BOSTON REGIONAL OFFICE**

U.S. Dept. of Housing and Urban Development  
New England Office  
10 Causeway Street, 3<sup>rd</sup> floor  
Boston, MA 02222-1092  
Telephone (617) 994-8200 • TTY (617) 565-5453  
Fax (617) 565-6558  
E-mail: [ma\\_webmanager@hud.gov](mailto:ma_webmanager@hud.gov)

CT Commission on Human Rights and Opportunities  
Housing Discrimination Unit  
EASTERN REGION OFFICE  
100 Broadway  
Norwich, CT 06360  
Telephone: 860-886-5703  
Fax: 860-886-2550  
TDD (860) 886-5707 for the hearing impaired

The Fair Housing Officer shall maintain records of complaints and referrals.

\* \* \* \*

The Fair Housing Officer, First Selectwoman Susan Bransfield, or their designated representative is responsible for the enforcement and implementation of the Fair Housing Regulations/Plan and the enforcement of this policy. The Fair Housing Officer may be reached Monday through Friday at 860-342-6715.