



FILING A COMPLAINT:

All persons in Massachusetts are protected against unlawful discrimination by federal and state laws, and anyone may file a complaint with the Massachusetts Commission Against Discrimination. There is no fee for this service and a claim may be filed by mail or in person at the MCAD offices. ([Link hours and directions](#)).

Should I file a complaint?:

If you believe that you have been the victim of discrimination in employment, housing, in a place of public accommodation, in a credit or lending situation, or in an educational setting, you may file a complaint with the MCAD. If you are unsure if what happened to you is discrimination, you can still come in and meet with a staff person who will discuss this with you and help you decide whether or not to file.

The Intake Process:

A person who comes to the MCAD and feels that he/she has been discriminated against will be asked to fill out an interview form. This form provides the Commission with important information about what happened. You can view this form ([Link to Interview Form](#)), but it is not available to download. It will be filled out during intake in our office. For employment complaints, the Commission may also request that you fill in a simple questionnaire ([Link to Questionnaires](#)) form that gives the MCAD information on your employment history and your work situation.

Mail-In Complaints:

Complainants who choose to mail a complaint to our attention must include the following information for their complaint to be complete:

- A simple narrative of what occurred.
- Identify similarly-situated co-workers or individuals who were treated differently.
- Be specific as to dates and events.
- Include any documentation that you believe support your complaint.
- Please remember to sign and date your complaint.

What should I bring?:

It is helpful when meeting with the staff person that you have as much information as possible in order to make your complaint as comprehensive as possible. This includes:

- ✓ Address and telephone number of the company where you worked.
- ✓ Full and accurate names of individuals that were involved in your discrimination claim.
- ✓ List of witnesses and their addresses and phone numbers.
- ✓ A chronological list of events that occurred including dates and witnesses.
- ✓ Copies of performance reviews, time sheets, letters, emails, disciplinary notices, medical records, or anything that may be relevant to your case.

What else?

Please allow yourself a sufficient amount of time (at least 60 to 90 minutes) to meet with a staff person so that they can best prepare you for our investigative process. There are no appointments for intake; everyone is on a first-come, first-served basis, so depending on when you arrive there may be a wait.

Remember! The MCAD has a 300-day statute of limitations. This means that you only have 300 days, from what you believe is the last discriminatory act, to file a claim with the MCAD.