

January 2026

CONNECTICUT CLAIMS COMMISSIONER'S OFFICE

HERE IS HOW THE PROCESS WORKS WHEN A PERSON FILES A CLAIM AGAINST THE STATE OF CONNECTICUT WITH OUR OFFICE

1. How to file a claim with the Claims Commissioner's Office:

- a. There is no fee to file claim.
- b. Please use a blank **claim form** from our website, located at: portal.ct.gov/das/occ. If you do not use the **claim form**; then we may not be able to accept the claim; and you will have to resubmit on our **claim form**.
- c. If you can't access our website; then please call us at 860-713-5501; or email us at claims.commissioner@ct.gov – and we will send you a blank **claim form**.
- d. When completing the **claim form**, please provide all of the information requested on our **claim form**.
- e. If you have email, then please email us ONE PDF of your new **claim form** package, including any necessary attachments to us at: claims.commissioner@ct.gov. Email is preferable because paper costs and postage costs can be reduced for everyone.
- f. If you do not have email, then please mail us a copy of your new **claim form** package to us at: Claims Commissioner's Office, Suite 203, 450 Columbus Blvd., Hartford, CT 06103.

2. The Process after the Claims Commissioner's Office receives your claim form package:

- a. Our office officially opens your claim and assigns a 5-digit claim number to track the claim.
- b. The Connecticut Attorney General's Office (AG's Office) represents the State in all claims, so we send a copy of your new **claim form** package to the you ("the claimant") and to the AG's Office for their review.

c. Thereafter, within about 60 days, the AG's Office files the State's initial position paper on your claim. The claimant will also receive a copy of the State's initial position paper.

- i. Sometimes the AG's Office denies responsibility in the State's initial position paper. If so, the Claims Commissioner's Office will schedule a hearing with the Claimant and with the AG's Office. The claimant can tell us what happened and why the claimant believes that the State is responsible for the claimant's damages or injuries; and the AG's Office can tell us why the State should not be held responsible.
- ii. Sometimes the AG's Office files a Notice of Jurisdictional Defect/Motion to Dismiss (NOJD/MTD) in the State's initial position paper.
 1. The AG's Office may argue that the claim should be dismissed because, for example, the claim was not filed within one year of accrual, as is required by law.
 2. The claimant should file a response within 30 days.
 3. If the claimant does not file a response within 30 days, then the Claims Commissioner's Office may grant the AG's Office's NOJD/MTD and dismiss the claim.
 4. If the claimant does file a response, then the Claims Commissioner's Office will decide the NOJD/MTD on the papers; or sometimes after a hearing/oral argument that we schedule.
 5. If the Claims Commissioner's Office denies the AG's Office's NOJD/MTD, then the claim will move forward to a hearing with the claimant and with the AG's Office. The claimant can tell us what happened and why the claimant believes that the State is responsible for the claimant's damages or injuries; and the AG's Office can tell us why the State should not be held responsible.

3. The hearing process:

- a. If your claim moves forward to a hearing, then the Claims Commissioner's Office will send the claimant and the AG's Office an official notice of the hearing date, time and place. Most people want the hearing to take place remotely via Microsoft TEAMS; but we also are happy to have in-person hearings at our office in Hartford (please let us know if you want an in-person hearing). The Claims Commissioner's Office may grant continuances on hearing dates if someone cannot attend, keeping in mind the necessity to hear and decide claims as quickly as possible.
- b. The hearing is like an informal trial. The claimant will have the opportunity to call witnesses, present evidence, explain what happened, and explain why the claimant believes

that the State is responsible for the claimant's damages or injuries. The AG's Office will also have the opportunity to call witnesses, present evidence, explain the State's position and explain why the State should not be held responsible.

- c. The official notice for the hearing to the claimant and to the AG's Office will explain: (1) when the claimant and the AG's Office should exchange the documents that they wish to present as exhibits/evidence at the hearing; and (2) when the claimant and the AG's Office should exchange a list of witnesses who will testify at the hearing. Copies of these documents and lists of witnesses should also be submitted to the Claims Commissioner's Office (if emailed, the documents should all be contained in ONE PDF PACKAGE).
- d. Soon after the hearing, the Claims Commissioner's Office will issue a written decision on the claim. The Law allows the Claims Commissioner's Office to: (1) deny the claim, (2) award up to \$35,000 in monetary compensation, (3) grant the claimant permission to sue the State in Superior Court; or (4) recommend a settlement amount to the Connecticut General Assembly.
- e. A claimant who filed a claim in excess of \$50,000 has a right to appeal the Claims Commissioner's Office's denial of the claim to the Connecticut General Assembly.

Please contact our office at 860-713-5501 or at claims.commissioner@ct.gov if you have any questions about our process.

Thank you.

Robert F. Shea, Jr.

Robert F. Shea, Jr. – Claims Commissioner