

Process Timeline: Employment, Public Accommodation & Educational Institution Complaints

1. Written Complaint*

- Submit an intake questionnaire online or in person within 1 year of a discriminatory act

2. Intake Appointment

- Scheduled within 2 to 4 weeks if OHR has jurisdiction

3. Mediation & Initial Investigation

- Scheduled within 2 to 4 weeks of intake interview

6. Request for Appeal

- Reconsideration may be submitted to OHR within 15 days of Determination**

5. Review & Determination

- Legal team reviews file and drafts proposed Determination. Director approves and issues final Letter of Determination.

4. Full Investigation

- If mediation fails, a full investigation occurs and takes up to 5 months or more

OHR's goal is to complete investigations within six months; however, this process may be delayed for various reasons.

* DC government employees must consult an EEO counselor within 6 months of the discriminatory act. The counselor will attempt informally to resolve the complaint, but if those efforts fail, the counselor will issue an "exit letter." The employee must submit the intake questionnaire to OHR within 15 days of the date of the exit letter.

** If a case is cross-filed with the EEOC, Complainant may submit a request for substantial weight review to the EEOC within 15 days of the letter of determination. For any case, Complainant may submit a petition for review to the Superior Court.