

## 1. Written Complaint\*

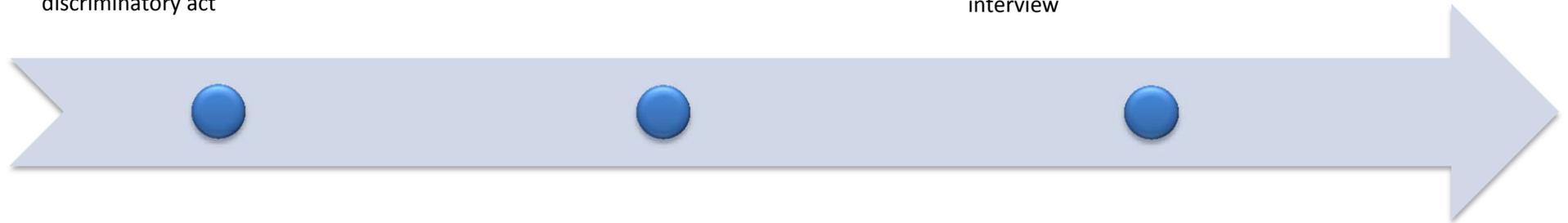
- Submit an intake questionnaire online or in person within 1 year of a discriminatory act

## 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 3 months\*



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

*\*Complaints of Housing Discrimination must be investigated within 100 days of its formal filing date. If it is impractical to complete the investigation within 100 days, the OHR will notify both parties of the reason(s) for the delay.*

*\*\*For any case, Complainant may submit a petition for review to the Superior Court.*