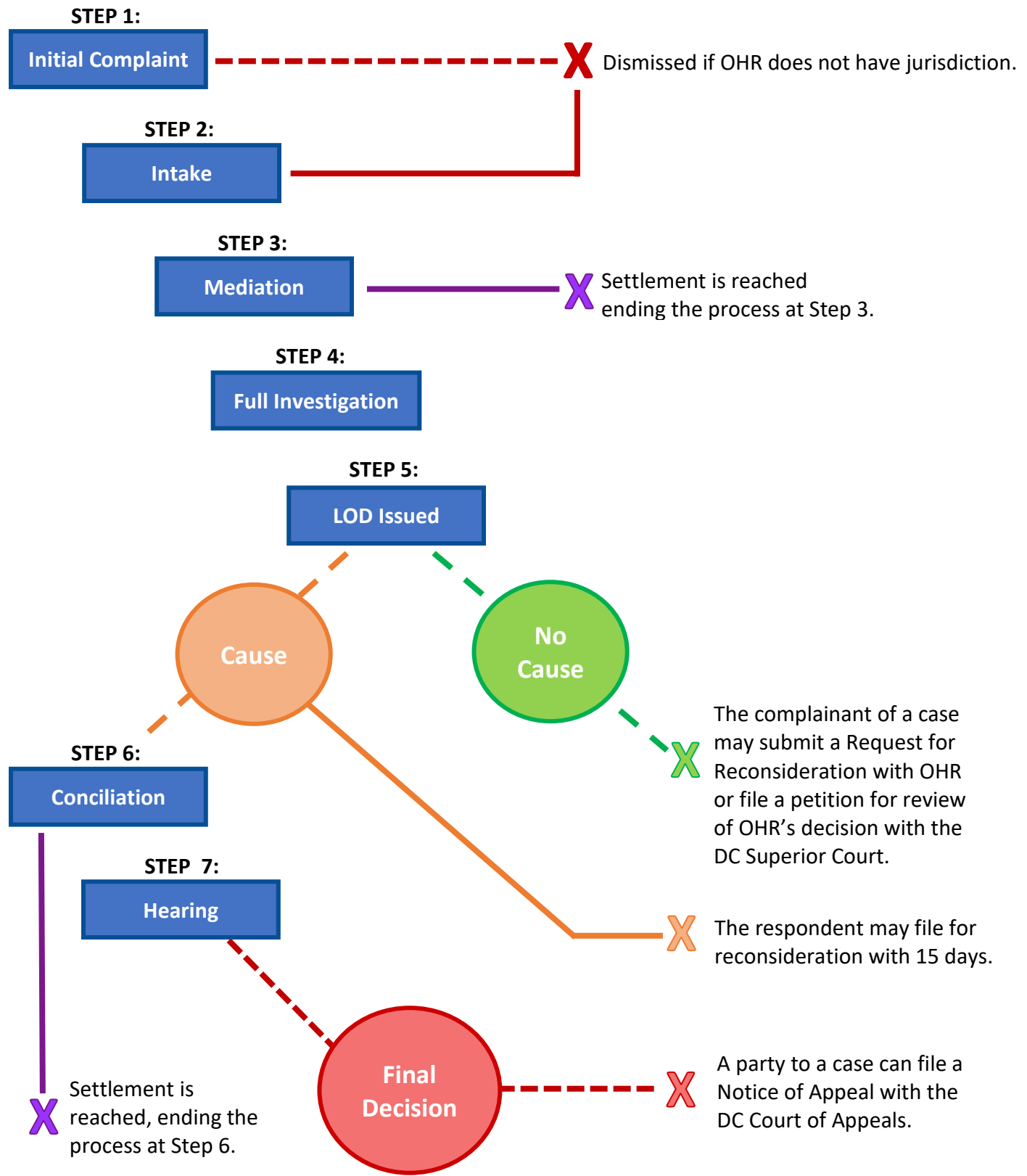


Office of Human Rights Case Process System

Updated: March 2024



Office of Human Rights
District of Columbia



For more details on each step, see page 2.

Complaint Filing

A complaint may be filed using OHR's Intake Questionnaire (in person, by mail, or online). The complaint must be filed no later than one year after the alleged violation or discovery thereof. OHR refers to these complaints as "Inquiries" or "Initial Complaints."

Intake Interview

Once OHR receives the Initial Complaint, OHR will conduct an intake interview. If OHR has jurisdiction, OHR will docket the Initial Complaint as a formal "Charge of Discrimination" or, OHR may dismiss the case. OHR may begin investigating the case as soon as it is docketed.

Mediation & Investigation

Once the formal Charge is docketed, OHR will schedule a mandatory mediation. If the case is resolved in mediation, OHR will close the investigation of the Charge. If it is not resolved, OHR will proceed to a full investigation. If the investigation results in a finding of probable cause, the case will proceed to conciliation and a formal hearing (see below). If no cause is found, the case is closed at OHR but complainant may file a petition for review of OHR's finding with the DC Superior Court.

Conciliation & Formal Hearing

If the investigation finds probable cause to believe that a violation of the law occurred, the case proceeds to conciliation for an opportunity to resolve the case without a formal hearing. If the case does not resolve after conciliation, the case will be certified for a formal hearing. The final order after the hearing may impose remedies, fines, or civil penalties.