

The D.C. Office of Human Rights (OHR) Customer Conduct Policy

February 2026

Purpose

The D.C. Office of Human Rights (OHR) is committed to providing a safe, respectful, and productive environment for all. Harassing, threatening, or abusive behavior interferes with our ability to serve the public and will not be tolerated.

Scope

This policy applies to all interactions – whether in person, by phone, email, virtual meeting, or written correspondence – between members of the public (“customers”) and OHR employees, contractors, volunteers, or interns. This policy applies to attorneys and non-attorney representatives as well as parties appearing before our Office.

Expected Conduct

OHR is dedicated to providing services in a respectful, professional, and safe environment for both customers and staff. We expect all customers to conduct themselves in ways that uphold these standards.

We ask all customers to:

- Treat staff with courtesy and respect.
- Communicate calmly and professionally.
- Follow staff instructions while on OHR premises or during official interactions.

Unacceptable Conduct

The following behaviors are prohibited:

- **Verbal abuse:** Shouting, personal insults, threats, or profane language
- **Harassment or discrimination:** Comments or conduct related to race, sex, gender identity or expression, disability, national origin, or any other protected trait under D.C law.
- **Hostile behavior:** Threatening or offensive gestures, unwanted physical contact, throwing objects
- **Weapons:** Use, display, or threatened use of any weapon
- **Noncompliance with staff directions:** Refusal to comply with reasonable instructions from agency staff

Consequences

Violations of this policy may result in:

- Immediate termination of the interaction or removal from OHR premises
- Closure or dismissal of your case
- Restrictions on future access to OHR's services
- Referral to law enforcement for threats, violence, or other similar actions

Reasonable Accommodation

OHR provides reasonable accommodations to persons with disabilities in accordance with federal and DC law. If you need an accommodation at any stage of our process, please contact ohr.eeo@dc.gov.

Additional Questions

If you have any questions regarding the agency's customer conduct policy, contact OHR using any of the following methods:

- E-mail: ohr@dc.gov
- In person: 441 4th Street NW, Suite 570N, Washington, DC 20001
- Phone: (202) 727-4559