



CONVERSION THERAPY IS ILLEGAL IN NEW YORK CITY

Local Law 22 of 2018 makes it illegal for any person to offer or provide “conversion therapy” for a fee. “Conversion therapy” means any services that seek to change an individual’s sexual orientation or gender identity. Note: This law does not apply to services that provide assistance to a person undergoing gender transition or counseling that provides acceptance, support, and understanding of a person’s sexual orientation or facilitates a person’s coping, social support, and identity exploration and development.

How to File a Complaint

The NYC Department of Consumer Affairs (DCA) encourages anyone who is aware of any person offering or providing conversion therapy services to file a complaint. You can file a complaint anonymously.

Call:

Contact 311 to file a complaint. Say “conversion therapy.”

Go Online:

- Visit nyc.gov/dca and select “File a Consumer Complaint.” You will need to register for an account or log in to your account with the City of New York to submit your complaint online.

OR

- Visit nyc.gov/311 to “Make a Complaint” (you do not need to create an account).

Note: DCA will consider your complaint a tip if you do not provide your contact information.

Mail/Fax:

1. Download and complete our complaint form at nyc.gov/dca.
2. Mail or fax copies of the completed form and any additional information to the mailing address or fax number below.

Mailing Address:
NYC Department of Consumer Affairs
Consumer Services Division
42 Broadway, 9th Floor
New York, NY 10004

Fax: (212) 487-4482

What Happens to Your Complaint

DCA will investigate the business and issue a violation if it is found to be offering conversion therapy. A business found guilty of violating this law faces fines up to \$1,000 for the first violation, \$5,000 for the second violation, and \$10,000 for each future violation.