NYCHA DEO Complaint Process at-a-Glance

The NYCHA Non-Discrimination policies in employment and fair housing protect employees, applicants, residents and Section 8 voucher holders from discriminatory harassment that is based on legally protected categories and from retaliation for involvement in the DEO process. Contact NYCHA DEO at 212-306-4468 or deo@nychac.com or TTY 212-306-4845

CONTACT NYCHA DEO
- Intake and Determination of Jurisdiction
- Notice to Parties of Jurisdictional Complaints filed
- Mediation | Conciliation

INVESTIGATION & REPORT
- Complainant, Respondent & Witnesses Interviewed
- Notice of Interviews & Confidentiality & Upjohn Notice
- Document and Evidence Review
- DEO Confidential Investigation Report (Deliberative Process)

DETERMINATION | FINDING
- Written Notice of DEO finding to Complainant & Respondent
- Confidential Internal Memorandum to NYCHA Director
- Findings: Probable Cause (PC), No Probable Cause (NPC), NPC w/ Inappropriate Conduct, Administrative Convenience Closure

RECOMMENDATIONS FOR REMEDIAL ACTION & LEADERSHIP 30-DAY RESPONSE PERIOD
- Employees may be given instruction, counseled, training or disciplined for violation of law and/or policy
- Resident notice of lease violation and/or proceedings for termination of lease

LEADERSHIP IMPLEMENTATION & FOLLOW-UP
- Quarterly DEO Audit of Recommendations
- Notice of Outstanding Recommendations to Director | Leaders
- DEO Notice and Report to NYCHA Chair