



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@nycha.nyc.gov or TTY 212-306-4845

CONTACT NYCHA DEO

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



STEP 01

DEO Referral of Non-EEO & FH Issues to appropriate NYCHA Dept

INVESTIGATION & REPORT

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



STEP 02

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



STEP 03

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



STEP 04

LEADERSHIP IMPLEMENTATION & FOLLOW-UP

- Quarterly DEO Audit of Recommendations
- Notice of Outstanding Recommendations to Director | Leaders
- DEO Notice and Report to NYCHA Chair



STEP 05