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.

Below is an outline of the NYCHA DEO complaint process.

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

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

3. 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

4. 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

5. Leadership Implementation & Follow-up
   - Quarterly DEO Audit of Recommendations
   - Notice of Outstanding Recommendations to Director|Leaders
   - DEO Notice and Report to NYCHA Chair

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