



HUMAN RELATIONS COMMISSION'S DISCRIMINATION COMPLAINTS PROCESS

Discrimination Complaints: The City of San Diego's Human Relations Commission (Commission) is empowered to mediate discrimination complaints if: 1) the complaint falls within the Commission's jurisdiction; and 2) both parties agree to mediate the complaint.

Complaint Process: There are several steps in the complaint process. The following information provides the steps in the complaint process.

1. **Inquiry Received:** The Commission receives numerous inquiries regarding complaints of discrimination, bias or unfair treatment. If the inquiry appears to fall within the Commission's jurisdiction, we send an explanation of the complaint process and a complaint form to the complainant. If the inquiry does not appear to fall within the Commission's jurisdiction, we provide referrals to other agencies.

2. **Complaint Received:** When we receive the fully-completed complaint, we begin the intake and investigation process.

3. **Intake and Investigation:**

- Within the Commission's jurisdiction: Upon receipt of the fully-completed complaint, we determine if the complaint falls within the Commission's jurisdiction. If it does, we notify the other party and provide an explanation of the complaint process and a copy of the complaint. If the complaint does not fall within the Commission's jurisdiction, we notify the complainant in writing, provide referral(s) to other agencies, and close the case.
- Both parties agree to mediate complaint: If the Commission receives written notice that the other party (respondent) agrees to mediate the complaint, we schedule a mediation session. If we receive written notice that the other party does not agree to mediate the complaint, we inform the complainant. We provide referrals to other agencies, and close the case.

If we do not receive written notice from the other party, we inform the complainant, provide referrals to other agencies, and close the case.

4. **Mediation Session Schedule:** If both parties agree to mediate the complaint, the Commission assigns a team of trained mediators and schedules a mediation session. The goal of the mediation session is to resolve the dispute in a manner that is acceptable to both parties. The Commission does not have enforcement authority or any form of compulsory powers.
5. **Mediated Settlement:** If the parties resolve the dispute, a mediated settlement is reached. If the parties do not resolve the dispute, the Commission will provide referrals to other agencies.
6. **Case Closed:** The case will be closed after we provide referrals to other agencies or after a mediated settlement is reached.

OTHER RESOURCES

California State Department of
Fair Employment and Housing
Employment 1-800884-1684
Housing 1-800-233-3212
San Diego (619) 645-2681
www.dfeh.ca.gov

San Diego Fair Housing Council
(619) 699-5888
www.fhcsd.com

San Diego Legal Aid Society
(619) 262-0896
1-877-LEGAL AID
www.lasds.org

American Civil Liberties Union (ACLU)
(619) 232-2121
www.aclusandiego.org

U.S. Equal Employment Opportunity
Commission (EEOC)
1-800-669-4000
San Diego (619) 557-7235
www.eeoc.gov/sandiego

Volunteer Lawyer Program of San Diego
(619) 235-5656
www.sdipla.org/sdvlp



CITY OF SAN DIEGO'S HUMAN RELATIONS COMMISSION

DISCRIMINATION COMPLAINTS PROCESS

**1200 Third Avenue, Suite 916
San Diego, CA 92101
Telephone No. (619) 236-6420
Fax: (619) 236-6423**

Website & Email
www.sandiego.gov/human-relations/
chernandez@sandiego.gov