



COVID-19 Response: Temporary Changes to the New York State Division of Human Rights Complaint Process

DATED: April 27, 2020

To ensure the rights of all New Yorkers continue to be protected throughout the COVID-19 pandemic, the New York State Division of Human Rights (DHR) has made several changes to its complaint process to facilitate access while safeguarding public health.

DHR continues to accept and process complaints and issue decisions during the COVID-19 pandemic. If you have questions about any of the changes below, please contact DHR via email at info@dhr.ny.gov or call (888) 392-3644.

- New complaints can be filed via mail, email, or fax and without notarization of the complaint. DHR staff will resolve notarization after the investigation commences. Visit www.dhr.ny.gov/complaint or call (888) 392-3644.
- DHR staff will take new complaints over the phone for any individual who requires an accommodation for a disability or without access to a computer.
- As per Executive Orders issued by Governor Andrew Cuomo, if your time to file a complaint, or appeal a DHR decision, would have expired during the COVID-19 pandemic, you now have until after June 6 to do so.
- Deadlines for parties to respond to requests and submit documents to DHR have been extended by 60 days.
- DHR has moved to electronic communications where possible. For example, investigatory conferences are continuing via telephone. Parties to a complaint are served with notices of pre-hearing settlement conferences via email instead of mail. We will call you to confirm these changes, but if you are uncertain how these changes may impact your case, please call us at (888) 392-3644.
- In-person public hearings before a DHR administrative law judge that were scheduled for March 16 through May 30 have been adjourned and will be rescheduled as soon as possible.
- In an effort to resolve more complaints through settlements, DHR has substantially increased the number of telephone pre-hearing settlement conferences being held each week. These telephone conferences allow both sides of a case to come together, with a DHR attorney or a private attorney presenting the complainant's case and a DHR administrative law judge as mediator.

