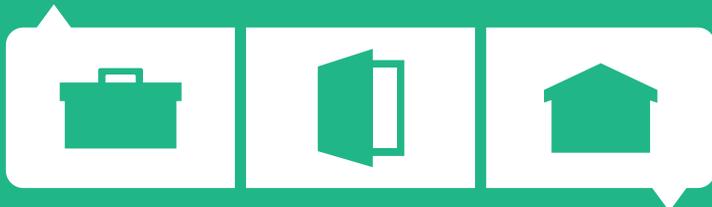


## About the Pittsburgh Commission on Human Relations

Anyone who lives, works, or visits Pittsburgh has a legal right to opportunity and access to housing, employment, and public accommodations. The Commission on Human Relations (PghCHR) investigates instances of discrimination and seeks resolutions for anyone who has experienced harm because of discrimination. We are more than just an agency that enforces laws. We work with communities, and public and private organizations, to proactively educate people about equal rights and opportunities.

The PghCHR has the power to enforce punitive legal action, but our Commissioners recognize that constructive resolutions, such as mandating trainings and policy changes, are more likely to lead to changes in behavior and changes in practice. We are dedicated to creating positive change and promoting equality, which stands out in our efforts to proactively work with communities, businesses, and organizations to prevent and recognize discrimination.



*Serving Fairness Together*

## An Example of a Complaint:

An employee confronts their supervisor about a coworker's racially charged comments over the past two weeks. The boss replies that the coworker is a good employee and they should talk to the coworker if they have any issues. The employee goes to the human resources department looking for support. Days later the employee is terminated for not being a "good fit" with the team.



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414 Grant Street, Pittsburgh, PA 15219  
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📱 @PghCHR

English



## Guide to Filing a Discrimination Complaint



**Pittsburgh Commission  
On Human Relations**  
*Serving Fairness Together*

# Filing a Complaint



The PghCHR is obligated, by City Code - Article V Chapters 651 - 659, to seek the peaceful resolution of complaints brought before it and assume responsibility for handling complaints about discrimination.

**Your full cooperation is essential.** We will look to you to supply us with documents and records you may have. We expect you to be available for the meetings where your presence will be helpful. We ask you to keep us informed if you move or change your telephone number. Also, if you decide against pursuing the complaint, you must contact us immediately.

At any time, if you have additional information or questions about your case, feel free to contact us.

The PghCHR has the responsibility to investigate the facts on a complaint. We start with your story.

## Contact Us

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💻 [www.pittsburghpa.gov/chr](http://www.pittsburghpa.gov/chr)  
✉️ [human.relations@pittsburghpa.gov](mailto:human.relations@pittsburghpa.gov)  
📱 @PghCHR

## What to Bring to Your Complaint Intake Meeting

1. The correct names, titles, addresses and telephone numbers of all persons who are believed to have discriminated.
2. Any documentation that supports the allegations made in the complaint.
3. If possible, the correct names and addresses of any witnesses to the alleged discrimination.

The PghCHR will then investigate as soon as possible. We will hear both sides of the issue, weigh the facts and then reach a judgment about whether discrimination has occurred.

Part of our investigation may include a Fact Finding Conference, at which both parties are brought together in a neutral setting to define the areas of dispute and to attempt conciliation. If a settlement is reached at the Fact Finding Conference, we will recommend to the PghCHR's Compliance Review Section that the case be closed due to a satisfactory adjustment.

## What Happens If We Determine that Discrimination Took Place?

If the facts show there has been discriminatory treatment, our task becomes one of conciliation. We will seek to remove the effects of the discrimination. We aim at fairness, as we seek a satisfactory settlement of the differences between the two parties.

## What If Conciliation Is Unsuccessful?

If conciliation efforts are unsuccessful, your case will be scheduled for a private meeting - a forum in which you, the respondent, a PghCHR Representative and a Commissioner meet to discuss specific findings of discrimination, and to attempt a conciliation of the complaint on the basis of facts and evidence presented by each party. If a settlement is reached at the private meeting, we will recommend closure of the case. In instances where the respondent refuses to negotiate a settlement, the case may be heard at a public hearing. The proceeding requires that testimony and evidence be submitted under oath before a hearing panel. Both parties may be represented by attorneys and a court stenographer records and transcribes the inquiry.

The panel recommendations are brought before the Public Hearing Section for a vote and an Order is then issued. The parties may comply with the PghCHR's Order or file an appeal in the Court of Common Pleas of Allegheny County.