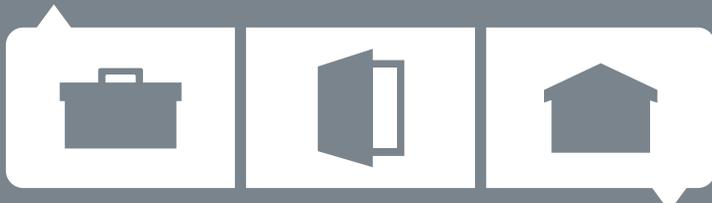


About the Pittsburgh Commission on Human Relations

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

Examples of Complaints:

A Muslim resident finds out from a neighbor that they are paying \$100.00 more per month for the same one-bedroom unit. When they confront the manager, they are told, "That is part of a security fee for some residents."

A worker is made fun of for their accent. They complain to a supervisor who asks, "Can't you take a joke?"



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English



Learn About Our Mediation Process



**Pittsburgh Commission
On Human Relations**

Serving Fairness Together

Mediation Process

The PghCHR is different from most law enforcement agencies because of its focus on collaboration and mediation between parties as a means to find constructive resolution(s) to conflict.

Mediation is voluntary, free and confidential.

Mediation is an alternative way to resolve a dispute between parties before the PghCHR.

In this informal process, a neutral third party assists the opposing parties to reach a voluntary, negotiated resolution of a charge of discrimination.

This gives the parties an opportunity to discuss the issues raised in the charge, clear up misunderstandings, determine the underlying interests or concerns, find areas of agreement and, ultimately, to incorporate those areas of agreements into resolutions or understanding.

A mediator does not impose a decision on the parties. Instead, the mediator helps the parties to find a mutually acceptable resolution.

Mediation is an avenue to avoid lengthy litigation in the courts, and may save time and money. The PghCHR attempts to schedule mediation early in the complaint process.

How It Works

1. At any point during the investigation, either party can request a mediation.
2. When both parties agree to participate, a mediation session is conducted by a trained and experienced mediator.
3. While it is not necessary to have an attorney or other representation in order to participate in mediation, either party may choose to do so.
4. It is important that persons attending the mediation session have the authority to resolve the dispute.
5. In the event that mediation fails, the complaint will proceed to a full investigation, as usual.
6. Participation in mediation does not indicate any wrongdoing by any party.
7. Information exchanged during mediation is not made part of the formal record and will not be considered in determining the merits of a complaint.

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.

Group Mediation

Group mediation is also an option. The PghCHR offers this service to provide resolutions to inter-group conflicts that may arise.

If you feel like mediation is right for you, contact the PghCHR.

Contact Us

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