

# THE FAIR HOUSING COMPLAINT PROCESS

A Helpful Guide from the Elkhart Human Relations Commission (EHRC)



The Elkhart Human Relations Commission is the local civil rights enforcement agency authorized to investigate Fair Housing complaints based on race, color, national origin, religion, disability, familial status, and sex. Complaints must include the who, what, where, and when. If you feel that you have been discriminated against, the first step in the process is to contact us:

201 S Second St., Elkhart, Indiana 46516 (574) 294-5471 HumanRelationsmail@coei.org

## Conciliation defined:

Conciliation is the attempted resolution of the case through formal negotiations involving the Complainant, Respondent, and the Investigator conducted **throughout** the case.

If successful, a written **Conciliation Agreement** outlining the resolution is drafted and signed by all parties. The Commission will enforce and monitor the agreement and will impose penalties if the agreement is breached.

## CONCILIATION

### FILE A COMPLAINT:

The Aggrieved party files a complaint with the Commission staff. Once signed, the Aggrieved party becomes the Complainant. The complaint will be sent to the Respondent for a response.

## INVESTIGATION

Each case is allotted **100 days** to be resolved. The investigation is **impartial** and limited to the alleged discriminatory practice. All information gathered during the investigation remains **confidential**. The investigator will collect evidence from the **Respondent and the Complainant** as well as any documentation and information provided by **witnesses**.

## DETERMINATION

After the investigation, the investigator will present the facts to the director and the Commission. The Commission will review the facts of the case and make determination of **Probable Case** or **No Probable Cause** that an illegal act of discrimination may have occurred.

