

Discrimination Complaint Form Procedure

1. If an Applicant or Participant feels that he/she has been discriminated against by CHA staff, its contractors or by an HCV Program Property Owner or Manager, he/she may fill out a CHA Discrimination Complaint Form.
2. The Discrimination Complaint Form will be processed by the Housing Rights and Nondiscrimination Department.
3. Any CHA staff who receives a Discrimination Complaint Form directly from an Applicant or Participant must forward the form and any supporting documentation to the Housing Rights and Discrimination Department within one business day.
4. All hard copies of the Discrimination Complaint Form and supporting documentation must be forwarded via inter-office mail to: Fair Housing Compliance Manager, 12th Floor Legal Department. Or, if submitted via fax or e-mail, send to: fairhousing@thecha.org.
5. Applicants or Participants may also call to request a form or fill out the form over the phone with a staff member from the Housing Rights and Nondiscrimination Department. All such calls should be forwarded to 312-913-7062.
6. Participants may submit a Discrimination Complaint Form even if he/she has received an Intent to Terminate (ITT) Notice and/or requested an Informal Hearing.
7. The Housing Rights and Nondiscrimination Department will send the Applicant or Participant an Acknowledgement of Receipt within 10 business days of receipt of the Discrimination Complaint Form to verify the form has been received.
8. The Chicago Housing Authority's Housing Rights and Nondiscrimination Department will conduct an exhaustive and thorough review of the complaint to determine if discrimination occurred. Investigations take approximately 6-8 weeks to complete; however some investigations may take longer.
9. Applicants or Participants may also submit a complaint concurrently to an outside agency such as HUD, the Illinois Department of Human Rights or the Chicago Commission on Human Relations.

Any questions or concerns regarding the Discrimination Complaint Form or procedure should be directed to 312-913-7062.