

Potentially Discriminatory Act

Complainant identifies what may be housing discrimination and contacts HOPE



Screening/ Intake

Intake staff takes call, screens for fair housing issues, gathers information/evidence, and completes intake forms/data entry

Fair Housing Issue?

NO

YES

Complaint Committee

Enforcement staff meets to review complaint/intake information to determine the next appropriate course of action

Testing Investigation

Appropriate covert testing to gather evidence of potential fair housing violations is coordinated

Non-Testing Investigation

Investigations, which may include witness interviews, property research, or other methods of collecting evidence, are coordinated

Analysis of Evidence

Referral

Complainant is referred to appropriate entity for further information and/or assistance

Enforcement Action

Administrative complaint filed/legal remedies sought/conciliation/ etc

Informal Resolution

Staff, complainant, and respondent are able to agree on terms of resolution