

COMPLAINTS MUST BE FILED WITHIN ONE
YEAR OF THE LAST ACT OF DISCRIMINATION

FILING A COMPLAINT

THE MISSION OF THE DEPARTMENT OF FAIR
EMPLOYMENT AND HOUSING IS TO PROTECT
THE PEOPLE OF CALIFORNIA FROM UNLAWFUL
DISCRIMINATION IN EMPLOYMENT, HOUSING AND
PUBLIC ACCOMMODATIONS, AND FROM THE
PERPETRATION OF ACTS OF HATE VIOLENCE AND
HUMAN TRAFFICKING.

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING

FAIR HOUSING



If you believe you are a victim of illegal
discrimination or harassment, you can file a
complaint with DFEH by following these steps:

- 1 *Contact DFEH by using the information on
the back of this brochure*
- 2 *Be prepared to present specific facts about
the alleged discrimination or harassment*
- 3 *Provide copies of documents that support
the charges in the complaint*
- 4 *Keep records and documents about
the incident(s), such as rent receipts,
applications, and other potential proof
of discrimination*

DFEH will conduct an impartial investigation.
We represent the State of California. DFEH will,
if possible, try to assist both parties to resolve
the complaint.

If a voluntary settlement cannot be reached, and
there is sufficient evidence to establish a violation of
the law, DFEH may litigate the case in civil court.

If a court decides in favor of the complaining party,
remedies may include making available previously
denied housing, compensation for losses and
emotional distress, training and policy changes to
prevent future discrimination, and other actions to
eliminate the effects of discrimination.

FOR MORE INFORMATION

Department of Fair Employment and Housing
Toll Free: (800) 884-1684
TTY: (800) 700-2320
Online: www.dfeh.ca.gov

Also find us on:



If you have a disability that prevents you from
submitting a written intake form on-line, by mail,
or email, the DFEH can assist you by scribing your
intake by phone or, for individuals who are Deaf or
Hard of Hearing or have speech disabilities, through
the California Relay Service (711), or call us through
your VRS at (800) 884-1684 (voice).

To schedule an appointment, contact
the Communication Center at
(800) 884-1684 (voice or via relay operator 711)
or (800) 700-2320 (TTY)
or by email at contact.center@dfeh.ca.gov.

*DFEH is committed to providing access to our materials in an
alternative format as a reasonable accommodation
for people with disabilities when requested.*

*Contact DFEH at (800) 884-1684 (voice or via
relay operator 711), TTY (800) 700-2320, or
contact.center@dfeh.ca.gov to discuss your preferred
format to access our materials or webpages.*

YOU ARE PROTECTED UNDER CALIFORNIA LAW

Laws enforced by the Department of Fair Employment
and Housing (DFEH) protect you from illegal
discrimination and harassment in housing based on:

- Race
- Color
- Religion
- Sex
- Gender
- Gender identity
- Gender expression
- Sexual orientation
- Marital status
- National origin (including language use restrictions)
- Ancestry
- Familial status (households with children under
age 18, individuals who are pregnant, or who are
pending legal custody of a child under age 18)
- Source of income
- Disability (mental and physical, including HIV/AIDS,
cancer, and genetic characteristics)
- Genetic information
- Age
- Citizenship*
- Primary language*
- Immigration status*

*Covered under the Unruh Civil Rights Act,
which applies to most housing accommodations
in California

WHAT DFEH DOES



COMMON HOUSING-RELATED VIOLATIONS OF THE FEHA INCLUDE:

YOU ARE PROTECTED AGAINST ILLEGAL DISCRIMINATION AND HARASSMENT IN THE RENTING, LEASING, OR PURCHASE OF HOUSING

The Department of Fair Employment and Housing has authority to perform the following:

- Enforce the Fair Employment and Housing Act (FEHA), the Ralph Civil Rights Act, the Unruh Civil Rights Act, and the Disabled Person's Act
- Investigate harassment, discrimination, retaliation, and hate violence complaints
- Help landlords and tenants resolve complaints involving alleged violations of the laws enforced by DFEH
- Prosecute violations of the laws enforced by DFEH
- Educate Californians about the laws against discrimination, harassment, retaliation, hate violence, and human trafficking

- Refusal to sell, rent, or lease housing accommodations
- Representation that a housing accommodation is not available for inspection, sale, or rental when that accommodation is in fact available
- Denial of a home loan or homeowner's insurance
- Provision of inferior terms, conditions, privileges, facilities or services in connection with a housing accommodation
- Sexual harassment involving unwanted sexual advances or requiring sexual favors for housing rights or privileges
- Cancellation or termination of a sale or rental agreement
- Refusal to permit, at the disabled tenant's expense, reasonable modifications when necessary to accommodate a disability
- Refusal to make reasonable accommodations in housing rules, policies, practices, or services where necessary to afford a person with disabilities equal opportunity to use and enjoy a dwelling
- Discriminatory policies, practices, terms, or conditions that result in unequal access to housing or housing-related services

OTHER AGENCIES CAN HELP

- 1 The U.S. Department of Housing and Urban Development enforces federal laws that prohibit discrimination in housing. It also monitors subsidized housing programs. For further information, call (800) 347-3739, or visit the website at www.hud.gov.
- 2 The State of California Department of Consumer Affairs can help with questions or complaints regarding landlord/tenant relationships, including repair issues, safety violations, and Health and Safety Code violations. For further information, call (800) 952-5210, or visit the website at www.dca.ca.gov.
- 3 The Mobile Home Ombudsman at the Department of Housing and Community Development can help with questions or complaints pertaining to mobile homes, including health and safety issues, maintenance issues, and warranty issues. For further information, call (800) 952-5275, or visit the website at www.hcd.ca.gov.

IT IS ALSO ILLEGAL FOR CITIES, COUNTIES, OR OTHER LOCAL GOVERNMENT AGENCIES TO MAKE ZONING OR LAND-USE DECISIONS OR POLICIES THAT UNLAWFULLY DISCRIMINATE AGAINST YOU BASED ON THE CATEGORIES LISTED ABOVE