



# FAIR HOUSING

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.

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](http://www.dfeh.ca.gov)

Also find us on:



If you have a disability that prevents you from submitting a written pre-complaint form online, by mail, or email, DFEH can assist you by scribing your pre-complaint 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](mailto: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](mailto: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



# 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

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

## 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](http://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](http://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](http://www.hcd.ca.gov).