

# What is the ODCR?

The Office of Discrimination Complaint Resolution (ODCR) was created to address internal discrimination complaints filed by employees of the City of Los Angeles and applicants for employment with the City. ODCR staff investigates complaints on behalf of the Civil Service Commission.

ODCR is committed to working with employees and department managers to resolve issues of employment discrimination as quickly and efficiently as possible. Each complaint is assessed and appropriate resources are utilized to best address the issues in the complaint. These resources include informal discussions with the employees and department managers, mediation, and full investigations when appropriate. ODCR staff handles each case based on the specific issues in the complaint and the unique needs of the individuals involved.

Mediation may include using the City Attorney's Dispute Resolution Program (DRP). This program uses neutral mediators specially trained to assist parties in working out problems outside the formal investigative process. DRP mediation is completely voluntary. It is confidential, can be scheduled very quickly, and resolutions may be reached after only one session. DRP is available to all City employees.

If you believe that you are or have been discriminated against because of any of the characteristics listed below, you may file a complaint with your department's EEO coordinator or with the Civil Service Commission through the ODCR. You may also file a complaint with an external agency, such as the Department of Fair Employment and Housing (DFEH) or the Equal Employment Opportunity Commission (EEOC).



# Where can I go for help?

## Office of Discrimination Complaint Resolution (ODCR)

700 E. Temple St., Suite 380  
Los Angeles, CA 90012  
(213) 473-9123

## California Department of Fair Employment & Housing (DFEH)

320 West 4th Street, 10th Floor  
Los Angeles, CA 90013  
(800) 884-1684  
[www.dfeh.ca.gov](http://www.dfeh.ca.gov)

## Equal Employment Opportunity Commission (EEOC)

Roybal Federal Building  
255 East Temple St., 4th Floor  
Los Angeles, CA 90012  
(213) 894-1000 or (800) 669-4000  
[www.eeoc.gov](http://www.eeoc.gov)

## Alternate Dispute Resolution Program

200 North Spring Street, 14th Floor  
Los Angeles, CA. 90012  
(213) 978-1880  
[mediate@lacity.org](mailto:mediate@lacity.org)

### Employees & candidates for employment with the City of Los Angeles are protected from discrimination on the basis of any of the following:

- ◇ Race
- ◇ Color
- ◇ Ancestry
- ◇ National Origin
- ◇ Religion
- ◇ Retaliation for having filed or served as a witness in a discrimination complaint or otherwise opposing discrimination
- ◇ Creed
- ◇ Marital Status
- ◇ Age
- ◇ AIDS/HIV (actual or perceived)
- ◇ Medical Condition
- ◇ Pregnancy
- ◇ Genetic Information
- ◇ Sex / Gender
- ◇ Gender Identity
- ◇ Gender Expression
- ◇ Sexual Orientation
- ◇ Military-Active Duty/Veteran Status
- ◇ Mental Disability (actual or perceived)
- ◇ Physical Disability (actual or perceived)