

## The Scranton Human Relations Ordinance (SHRO)

protects you from discrimination in **employment, housing, and use of public accommodation** based on:

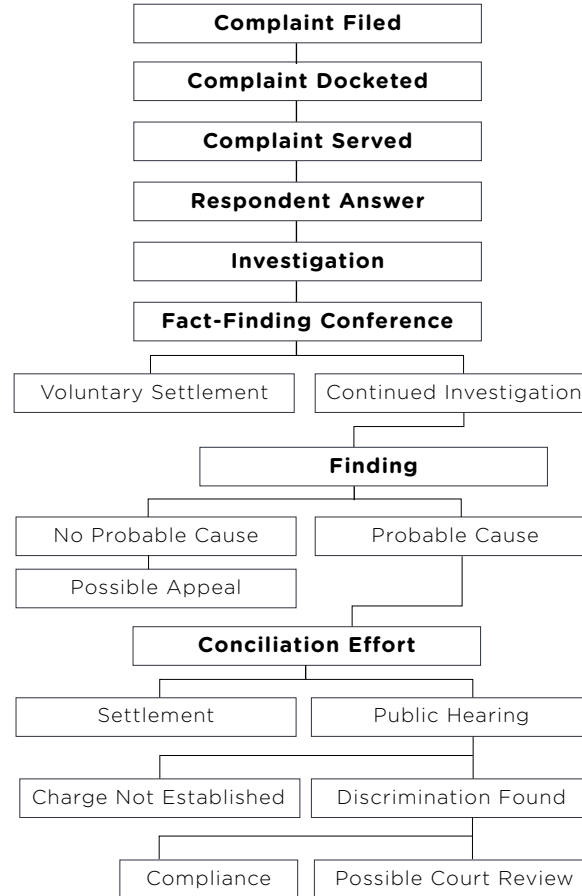
- Race
- Color
- Religion
- National origin
- Ancestry or place of birth
- Sex
- Gender identity
- Sexual orientation
- Handicap or disability
- Use of guide or support animals because of the blindness, deafness or physical handicap of the user or because the user is a handler or trainer of support or guide animals
- Marital status
- Familial status (in housing only)
- Age

It is unlawful to retaliate against individuals because they have opposed a practice forbidden by the SHRO.

### Accessibility and Language Translation

If you require accommodation for a disability, have questions about accessibility, or require language translation, please contact the Law Department in City Hall.

## Complaint Process



Scranton City Hall  
Law Department  
340 N Washington Avenue  
Scranton, PA 18510



+(570) 348-4105  
+(570) 348-4263 (FAX)  
[www.scrantonpa.gov](http://www.scrantonpa.gov)



**Scranton Human Relations  
Commission (SHRC)**

[www.scrantonpa.gov](http://www.scrantonpa.gov)

# How to File a Discrimination Complaint

## Where to File Complaint

If you feel you have been a victim of unlawful discrimination in the City of Scranton, you should file a complaint with the Scranton Human Relations Commission at the Law Department, Scranton City Hall.

## What is the Complaint Process?

You must file a complaint within 180 days of the alleged act of discrimination unless

## Investigation

You will need to provide:

witness names, addresses, and contact information; relevant documents which support your charges; and, any change in your address or phone number, or your attorney's information (if you have one).

## Fact-Finding Conference

The Scranton Human Relations Commission (SHRC) is responsible for handling the

## Probable Cause

This means the investigator found sufficient evidence of discrimination. The SHRC will attempt to conciliate or resolve the complaint as soon as possible by asking the respondent to stop the discriminatory practice and provide appropriate remedies.

## Public Hearing

If your case does not settle after the conciliation effort, the SHRC can hold a public hearing.

**We are here to help YOU with any unlawful discrimination. YOU can count on us.**

you have a legally justifiable reason why you did not file during this period. Once your complaint is received, it will be docketed and you will be notified of your rights under the SHRO.

The respondent (person or company named in your complaint) is notified of your complaint when it is officially served. The respondent has 30 days to answer the complaint from the day it is served.

complaint process and might hold a fact-finding conference to speed up the investigation. You, the respondent, and witnesses may attend to present evidence and documents relating to the case.

## Results of Investigation

The investigation might conclude with a finding of:

### No Probable Cause

This means the investigator did not find sufficient evidence of discrimination. You will be notified in writing and informed of your appeal rights.

If you feel that you have been a victim of unlawful discrimination you should contact the Scranton Human Relations Commission. You may access forms for filing a complaint by personally visiting the Law Department at City Hall.

- At the public hearing both sides will present testimony under oath.
- The SHRC then reviews the record, makes a decision, and issues an enforceable order.
- The order may be appealed to Lackawanna County Court of Common Pleas.