

Commission on Human Rights & Opportunities



Annual Case Processing Report

FY 2025

Fiscal Year July 1, 2024 to June 30, 2025
The Commission on Human Rights and Opportunities

1. Complaints Filed by Region

The Commission received a total of 2494 complaints in FY 2025. Each regional office takes complaints based on the town the alleged discrimination occurred in with the exception of the Housing Discrimination Unit which takes housing-related complaints from all over the state. A listing of which towns fall under which regional office can be found at the Commission’s website.

Capitol	524
Southwest	530
West Central	855
Eastern	404
Housing Discrimination Unit	181
Total	2494

2. Complaints Filed by Type of Charge

Complaints are classified by the predominant allegation and the allegedly violated statutes. In situations where, for example, a complaint contains mixed allegations of a denial of employment and denial of public accommodations, the complaint would be classified according to what the majority of the allegations relate to. Complaints classified as “Other” include those not readily classified as one of the other categories.

Employment	2004
Housing	185
Public Accommodations	295
Other	10
Total	2494

3. Complaints Filed Against State Agencies 87

Complaints filed against state agencies are recorded at the time of complaint intake and categorized by the name of the Respondent.

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4. Case Closures

The Commission closed a total of 2330 complaints during the fiscal year. Closures classified as “unknown” are a reflection of the complaint tracking system not being able to reflect accurately the kind of closure or are a result of an internal system error.

Closure Type	Total
Administrative Dismissal	74
Case Assessment Review – No Claim for Relief	189
Case Assessment Review – No Possibility of Reasonable Cause Finding	92
Case Assessment Review – Respondent Exempt	0
Case Assessment Review – Frivolous	0
No Reasonable Cause	388
No Reasonable Cause – Administrative Dismissal	6
No Reasonable Cause - Lack of Jurisdiction	16
Pre-determination Conciliation	31
Public Hearing/Court Closure	35
Release of Jurisdiction	533
Satisfactorily Adjusted	4
Unknown	22
Withdrawal	146
Withdrawal with Settlement	794
Grand Total	2330

5. Number of Reasonable Cause Findings

Reasonable Cause findings come about after an investigator determines there is a bona fide belief that the material issues of fact are such that a person of ordinary caution, prudence and judgment could believe the facts alleged in the complaint. After a draft finding is issued the parties have fifteen (15) days to comment on the draft findings. The investigator must review these comments and then issue a final finding. After a final finding of reasonable cause, the investigator shall attempt to eliminate the practice complained of by conference, conciliation and persuasion not later than fifty days after the date of the finding. If the investigator fails to eliminate the discriminatory practice complained of, the investigator shall certify the complaint within ten days. Upon certification, a Human Rights Referee shall be assigned to act as a presiding officer to hear the complaint. The complaint may also be directly certified to public hearing following a request for early legal intervention. In that instance, the case would be certified without a draft finding of Reasonable Cause having been filed.

Cases Certified to Public Hearing	73
Reasonable Cause Drafts Issued	91

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CHRO Complaints Filed by Basis and Type					
Basis	Employment	Housing	PA*	Other	Totals
Age	371	5	40	2	418
Alienage	7	0	0	0	7
Ancestry	117	3	36	1	157
Blindness	1	0	0	0	1
Clean Slate	3	0	0	0	3
Color	362	3	86	4	455
COVID-19	0	0	0	0	0
Familial Status	0	7	5	0	12
Gender Identity	28	0	19	0	47
Guide Dog/Access	1	12	0	0	13
Guide Dog/Posting	0	3	0	0	3
Learning Disability	39	1	25	1	66
Marital Status	23	1	25	0	49
Mental Disability	205	31	58	1	295
Mental Disorder	18	2	0	1	21
National Origin	150	2	28	3	183
Other	320	14	62	2	398
Physical Disability	517	31	73	2	623
Police Racial Profiling	0	0	2	0	2
Prior Conviction of Crime	12	1	11	1	25
Race	544	30	122	4	700
Religious Creed	60	1	25	3	89
Sex	511	4	57	2	574
Sexual Orientation	43	9	13	1	66
Source of Income	2	26	6	0	34
Student	0	0	2	0	2
Veteran Status	7	0	0	0	7
Grand Totals	3341	186	695	28	4250

*Public Accommodation

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Case Count by Issue		
Type	Issue	Total
EMPLOYMENT	Advertising	3
	Aiding & Abetting	37
	Demotion	47
	Discharge	1143
	Denied Disability (Pregnancy)	6
	Exclude from Membership	2
	Failure to Refer	1
	Harassment	677
	Hiring	72
	Other	635
	Other(Pregnancy)	12
	Promotion	97
	Reasonable Accommodation	194
	Refused Leave (Pregnancy)	3
	Retaliation	930
	Sexual Harassment	166
	Termination(Pregnancy)	23
	Terms & Conditions	969
HOUSING	Denial of Rental	29
	Sale	1
	Eviction	7
	Loan/Credit	2
	Other	5
	Reasonable Accommodation	56
	Rental	53
	Retaliation	15
	Terms and Conditions	10
OTHER	Credit Card	1
	Criminal Offender	3
	Other	6
PUBLIC ACCOMMODATIONS	Denied Accommodation	27
	Recreation	1
	Other	203
	Police Conduct	9
	Public Agency	8
	Reasonable Accommodation	6
Grand Total		5459

Complaints Closed by Unit According to Type					
Unit	Employment	Housing	Other	Public Accommodations	Total
Capitol	337	0	1	19	357
Southwest	285	0	0	20	305
West Central	415	0	0	27	442
Eastern	341	0	2	16	359
Housing	0	131	1	0	132
Legal	496	42	14	183	735
Grand Total	1874	173	18	265	2330