

**Notice of Changes to the New York State Division of Human Rights  
Discrimination Reporting and Complaint Filing Process**

On August 21, 2025, the New York State Division of Human Rights (“the Division”) published, in the New York State Register, proposed amendments to sections 465.1, 465.2, 465.3, 465.5, 465.6, and 465.8 of Title 9 of the New York Codes, Rules and Regulations. These proposed amendments focused on ensuring filings meet legal and administrative standards and reflect recent legislative amendments. Following a period of public comment, these amendments were finalized on September 10, 2025.

This notice is to inform attorneys who may practice before the Division of important updates being made to the process of reporting discrimination and filing a complaint as a result of these regulatory amendments. These changes may affect how attorneys file cases with the Division on behalf of their clients in the future.

These changes, described in more detail below, apply to anyone seeking to report discrimination and file a complaint with the Division of Human Rights. They are part of a concerted effort to modernize the Division’s operations and improve how we serve the people of New York.

The changes described in this notice do not have an impact on complaints filed with the Division before close of business on November 14, 2025.

**A. Changes to Acceptable Methods of Reporting Discrimination and Filing a Complaint**

After 5:00 PM, November 14, 2025, unlawful discrimination can be reported to the Division using only one of the following methods:

- Our new [online forms](#), or
- Our new Call Center at 844-NYS-DHR1 (844-697-3471)

**The Division will no longer accept cases filed via mail, email, or hand delivery on and after 5:00 PM, November 14, 2025.** Any submission received through a method other than the Division’s online form or Call Center after this date will be returned as unfiled.

**B. Changes to the Division’s Complaint Intake Process**

**The information you submit using our online forms or the Call Center is not yet an official complaint.** Anyone seeking to file a formal complaint with the Division must **first** file a discrimination report through one of the above two methods. When someone submits a discrimination report, they will receive a case number right away and be emailed a copy of their submission.

When you submit a report online, you must summarize the information in the space allotted in the online form. You will not be able to upload attachments when you submit, but someone from our Intake Unit will contact you during their review to discuss the report and any additional information you would like to submit.

Our Intake Unit will evaluate the information submitted in the discrimination report and additional information gathered during their review. If the Intake Unit determines that:

- **The information provided meets the requirements for filing a complaint:** We will draft a clear, concise, formal complaint and return it to you for review and signature. Once the signed complaint is returned to us, the complaint will be officially filed with the Division. This will facilitate a timelier, more concise response from the respondent, which will also facilitate a timely, concise rebuttal. This will help to focus the investigation and allow it to proceed faster and more efficiently.
- **The information does not meet the requirements for filing a formal complaint:** We will issue a letter explaining that determination. For example, this might include reports are outside of our jurisdiction, fail to state a claim, are untimely, or have other similar defects.

### **C. Why the Division Is Making these Changes**

These changes help make our complaint process work better—and faster—for everyone. The Division receives and investigates thousands of complaints every year. Doing so in a format that allows for efficient and consistent case processing is critical to reducing delays and delivering results faster. This goal will not be reached overnight, but the changes announced today are a crucial step toward realizing the impact these changes will have on everyone involved in the future.

While our Intake process is shifting, our commitment to upholding the New York State Human Rights Law remains unchanged.

We welcome your questions and feedback as we implement this change. You can reach out to us any time at [info@dhr.ny.gov](mailto:info@dhr.ny.gov). Please include “Regulation Changes” in the subject line of your email.

Thank you,

The Division of Human Rights