



## Resolve Your Case *through Mediation*

MEDIATION is a form of alternative dispute resolution. Parties to an IDHR charge meet in an informal atmosphere and discuss voluntary settlement options to close the IDHR charge.

MEDIATION can avoid a lengthy and possibly expensive investigation or subsequent litigation.

- **Mediation is voluntary.** Any resolution must be mutually acceptable to both parties.
- **Mediation is free.** There is no cost to either party.
- **Mediation is fast.** A charge can be resolved in a single session. Mediation conferences are scheduled in person at IDHR's Chicago office or online, 9am-1pm or 1pm-5 pm, Monday through Friday.
- **Mediation is confidential.** Mediation conference notes do not become part of IDHR's investigation of the charge if the dispute is not resolved.
- **Mediation works.** IDHR's Mediation Unit has a resolution rate of over 80% for conferences held.

## *Schedule a Conference in 3 Easy Steps*

- 1** Contact IDHR and request MEDIATION by:
  - Telephone: (312) 814-6738
  - Fax: (312) 814-6251
  - TTY: (866) 740-3953
  - Email: [IDHR.Mediation@illinois.gov](mailto:IDHR.Mediation@illinois.gov)
- 2** Provide your contact information. Include your full name, phone number, IDHR Charge Number, and email address.
- 3** A mediator will contact you to schedule a mediation conference and to answer any questions.

## ***The Mediation Process***

If both parties agree to a mediation conference:

- All parties must sign an Extension Form as required by IDHR.
- A neutral IDHR mediator will oversee the conference and answer any questions.
- Although not required, a party may choose to have additional representation present, including a friend, family member, or private attorney.
- If the mediation conference results in a voluntary resolution of the dispute, a settlement agreement is drafted and signed by both parties. Complainant will also be asked to sign a withdrawal form to close the IDHR charge.
- If either party chooses not to participate in mediation or the IDHR charge is not resolved, the case is returned for assignment to an IDHR investigator. No information about the mediation will be passed to the investigation.

### **For More Information**

Contact the Illinois Department of Human Rights about Mediation or for other process questions.

#### **IDHR Chicago Office:**

555 W Monroe, Suite 700  
Chicago, IL 60661

Mediation Unit: (312) 814-6738

General Info: (312) 814-6200 or (800) 662-3942 TTY:  
(866) 740-3953

FAX: (312) 814-6251

Email: [IDHR.Mediation@illinois.gov](mailto:IDHR.Mediation@illinois.gov)

#### **IDHR Office Hours:**

Please call ahead to verify hours of operation.  
(312) 814-6200

**IDHR Website:** [dhr.illinois.gov](http://dhr.illinois.gov)