

**New Jersey Bias Investigation Access System (NJBIAS)**  
**Complainant Instructional Handbook**  
**(For Complainants and Complainant Attorneys Only)**



**Instructions**

In order to file a complaint with DCR, you must first submit an intake form. You can submit the intake form online by creating an account and using the [NJ Bias Investigation Access System](#) (NJBIAS) or by calling 1.833.NJDCR4U and asking a DCR receptionist to assist you in filling out the form on the [NJ Bias Investigation Access System](#) (NJBIAS).

NJBIAS is available in English and Spanish. DCR also offers translation services for people with limited English proficiency who speak other languages. Call 1.833.NJDCR4U (833-653-2748) or email at [NJDCR4U@njcivilrights.gov](mailto:NJDCR4U@njcivilrights.gov) to request assistance with NJBIAS in a language other than English or Spanish.

To request a disability-related accommodation, please call 1.833.NJDCR4U (833-653-2748)(voice), call the Relay Service at 711, or email [NJDCR4U@njcivilrights.gov](mailto:NJDCR4U@njcivilrights.gov).

**FILING A COMPLAINT**



Please select one the following options:

[File a Complaint](#)

[Respond to a Complaint](#)

**NJBIAS Welcome Screen**

Open a web browser page and type in the address bar: <https://bias.njcivilrights.gov>.

You will see the welcome screen.

Click “File a Complaint”.

Individuals “Responding to a Complaint” must follow the **Respondent Portal Instructions** to access the NJBIAS.

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A screenshot of the NJBIAS web application. The header is dark blue with the NJ Division on Civil Rights logo on the left and navigation links (Home, English, Sign in) on the right. Below the header is a breadcrumb trail: Home / File a Complaint. The main heading is "File a Complaint". Below this is a text input field with the placeholder "File a complaint regarding discrimination, harassment, or retaliation related to:". Underneath are four icons representing different complaint types: a house for "Housing", a person in a shirt and tie for "Employment", a building for "Place of Public Accommodation", and a family for "New Jersey Family Leave Act". Below these icons is the word "OR" and the official seal of the New Jersey Division of Criminal Justice, labeled "Bias Crime".

**'Complaint Type' Screen**

Click on the type of complaint you are looking to submit to DCR.

- Housing
- Employment
- Places of Public Accommodation
- New Jersey Family Leave Act.

Bias Crimes complaints are filed with Division of Criminal Justice (DCJ). **If you are filing a Bias Crime complaint, these instructions do not apply to you.**

# New Jersey Bias Investigation Access System (NJBIAS)

## Complainant Instructional Handbook

### (For Complainants and Complainant Attorneys Only)

A screenshot of the NJBIAS registration interface. At the top is a dark blue header with the NJ Division on Civil Rights logo on the left and navigation links (Home, English, Sign in) on the right. Below the header, there are three buttons: "Sign in", "Register" (highlighted with a red border), and "Redeem invitation". A grey note box states: "NOTE: Only use this registration process if you are a complainant, representative, or advocate looking to file a complaint. If you are an organization, or attorney for an organization, please wait for an 'invite to register' email that contains a registration link and code." Below the note are four input fields: "\* Email", "\* Username", "\* Password", and "\* Confirm password". A blue "Register" button is positioned below the "Confirm password" field. A small blue help icon is to the right of the password fields. The footer is a dark blue bar with the text "Copyright © 2021. All rights reserved."

### **Register Screen**

When the screen above appears, select “Register” at the top if this is your first time filing a complaint.

An email address is required to create an NJBIAS Complainant Portal Account.

Input valid email address, username, password, and confirm your password.

Click “Register” at the bottom.

# New Jersey Bias Investigation Access System (NJBIAS)


## Complainant Instructional Handbook

### (For Complainants and Complainant Attorneys Only)



Home / Profile

## Profile



Profile name

Profile

Security

Change password

Change email

Please provide some information about yourself.  
The First Name and Last Name you provide will be displayed alongside any messages sent to internal DCR staff.  
Your Organization and Title are optional.

Your email requires confirmation. Please click the "Confirm Email" button to the right.

Confirm Email

Your information

do\_r\_firstname field is present multiple times on this form. Only first field will be rendered in the UI

☒ Consent to Electronic Service \*

☐ Consent to notifications via SMS messages

Salutation

First Name \*

Last Name \*

Secondary/Business Phone

Title

Street 1

Portal Language

English

Email \*

Test@gmail.com

Main/Mobile Phone \*

If SMS Texts are selected, this MUST be your mobile phone number.

Street 2

City

Address 1 County

State

ZIP/Postal Code

Update

### Profile Screen

First, click 'Confirm Email' at the top of the screen

You will be asked to log in to your email account to confirm your email address. Once you do that, you'll be taken back to the screen above.

On the Profile screen, elect "Consent to Electronic Service" in order to receive electronic notification on your matter moving forward. Select "Consent to Notifications via SMS Service", if you wish to also receive text message notifications to log onto the portal.

Input your name, salutations, address, phone number, and current mailing address and primary language. Click "Update".

# New Jersey Bias Investigation Access System (NJBIAS)

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Home / File a Complaint / Employment

## Employment

Instructions: Complete the following steps to file a Complaint based on discrimination, harassment or retaliation in Employment

**Instructions** Basic Information User Information Complainant Demographics Additional Complainant Parties Respondents Intake Details

Documents Confirmation Schedule Appointment

Getting Services and Documents in your Language: New Jersey Division on Civil Rights (DCR) offers translation services for people with limited English proficiency. You may contact us at 833-NJDCR4U (833-853-2748) or NJDCR4U@njcivilrights.gov to request assistance in any language other than English.

Please read these instructions fully before you proceed!

YOU MUST BE 18 YEARS OLD OR OLDER TO SUBMIT THIS INTAKE FORM.

By submitting this Form, you are asking the Division on Civil Rights (DCR) to review the information that you have provided for possible filing and investigation of a complaint alleging a violation of the New Jersey Law Against Discrimination (LAD). SUBMITTING AN INTAKE FORM DOES NOT CONSTITUTE THE FILING OF A VERIFIED COMPLAINT WITH DCR.

This Intake Form will ask you for details about your case, including the person(s), business(es), or organization(s) that caused you harm (Respondent). As you complete each section, your progress will be saved. If you do not complete the form now, you can return to complete it within 30 days. If you do not submit the Intake Form within 30 days of first starting it, the information you provided will be deleted. YOU MUST COMPLETE AND SUBMIT THE FORM FOR DCR TO REVIEW IT.

After you submit the Intake Form, a DCR representative will contact you and ask you to answer additional questions about your case. We will evaluate the information you provide to determine if DCR has jurisdiction to issue a verified complaint and conduct a full investigation in your case. If we do have jurisdiction, we will draft a verified complaint and send it to you. If you agree with the information in the verified complaint and wish to proceed with the investigation, you must sign and return the verified complaint to us. Once we receive your signed verified complaint, it is deemed filed, and we will serve a copy of it on each respondent with a request to respond in writing to the allegations.

For further details on the complaint process, click [here](#).

Before submitting this form, please consider that you have two options for filing a complaint under the Law Against Discrimination. You may: (1) file a complaint with DCR within 180 days of the alleged violation; or (2) file a complaint in the Law Division of the Superior Court of New Jersey within two years of the alleged violation. If you sign a verified complaint with DCR, you may not file in Superior Court unless you first withdraw your complaint with DCR.

Please note that if your allegations raise claims under federal antidiscrimination laws, DCR will dual file your complaint with the United States Equal Employment Opportunity Commission (EEOC). For more information about dual filing with the EEOC, please click [here](#).

In addition, you have an obligation to mitigate damages. For more information about mitigating damages, please click [here](#).

Please call DCR at 833-NJDCR4U (833-853-2748) if you have any questions.

By acknowledging here you are certifying that you are 18 years or older, have read and understood all information on this form, and are electing to dual file with the EEOC any allegations in your complaint that raise claims under federal antidiscrimination law.

Note: Once you acknowledge and click "Save & Next" here, you cannot return to any of the prior pages. Therefore, please make sure that all information on all of the previous pages is correct before continuing.

Before submitting this form, please consider that you have two options for filing a complaint under the Law Against Discrimination. You may: (1) file a complaint with DCR within 180 days of the alleged violation; or (2) file a complaint in the Law Division of the Superior Court of New Jersey within two years of the alleged violation. If you sign a verified complaint with DCR, you may not file in Superior Court unless you first withdraw your complaint with DCR.

Please note that if your allegations raise claims under federal antidiscrimination laws, DCR will dual file your complaint with the United States Equal Employment Opportunity Commission (EEOC). For more information about dual filing with the EEOC, please click [here](#).

In addition, you have an obligation to mitigate damages. For more information about mitigating damages, please click [here](#).

Please call DCR at 833-NJDCR4U (833-853-2748) if you have any questions.

By acknowledging here you are certifying that you are 18 years or older, have read and understood all information on this form, and are electing to dual file with the EEOC any allegations in your complaint that raise claims under federal antidiscrimination law.

Note: Once you acknowledge and click "Save & Next" here, you cannot return to any of the prior pages. Therefore, please make sure that all information on all of the previous pages is correct before continuing.

☐ I Acknowledge \*

**Save and Next**

## Introduction Screen

Select the type of complaint inquiry you want to submit. **Please note completing a complaint inquiry does not mean you have filed a formal complaint with DCR.**

Read the Introduction in its entirety:

- Click the box next to I Acknowledge
- Then click "Save and Next"

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Home / File a Complaint / Employment

## Employment

Instructions: Complete the following steps to file a Complaint based on discrimination, harassment or retaliation in Employment

Instructions	Basic Information	User Information	Complainant Demographics	Additional Complainant Parties	Respondents	Intake Details
Documents	Confirmation	Schedule Appointment				

Please answer the following questions. Any field labeled with a \* is required.

Are you filing for someone else? \*

- ☐ Yes  
☐ No

I am filing as the

Complainant

Did the alleged events occur in New Jersey? \*

- ☐ Yes  
☐ No

Is your complaint against a federal government agency? \*

- ☐ Yes  
☐ No

Have you filed this complaint with the U.S. Equal Employment Opportunity Commission? \*

- ☐ Yes  
☐ No

Most Recent Date of Harm (i.e. most recent date of discrimination, harassment and/or retaliation) \*

Previous

Save and Next

### Basic Information Screen

In the basic information window, answer all questions presented based on your complaint type (**Note: the above questions are for Employment complaints. The questions may differ depending on the complaint type you select.**)

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## Employment

Instructions: Complete the following steps to file a Complaint based on discrimination, harassment or retaliation in Employment

Instructions	<b>Basic Information</b>	User Information	Complainant Demographics	Additional Complainant Parties	Respondents	Intake Details
Documents	Confirmation	Schedule Appointment				

Please answer the following questions. Any field labeled with a \* is required.

**Are you filing for someone else? \***

Answering yes to this question, the system will ask you to enter the name for the person you are filing on behalf of on one of the next steps.

- ☒ Yes  
☐ No

**I am filing as the \***

Attorney for Complainant  
Legal Guardian of a Person with a Disability  
Parent/Legal Guardian of a Minor  
Non-Attorney Advocate for Complainant

**Is your complaint against a federal government agency? \***

- ☐ Yes  
☐ No

**Have you filed this complaint with the U.S. Equal Employment Opportunity Commission? \***

- ☐ Yes  
☐ No

**Most Recent Date of Harm (i.e. most recent date of discrimination, harassment and/or retaliation) \***

[Previous](#) [Save and Next](#)

### **Basic Information Screen Continued**

**If you are filing on behalf of someone other than yourself**, answer **yes** to the first question and then identify who **you** are filing as:

- Attorney for Complainant
- Legal Guardian for a Person with a Disability
- Parent/Legal Guardian of a Minor
- Non-Attorney/Advocate for Complainant

If you are filing on behalf of yourself, select **no** to the first question.

Upon completing these questions, click “Save and Next”.

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[Home](#) / [File a Complaint](#) / [Employment](#)

## Employment

Instructions: Complete the following steps to file a Complaint based on discrimination, harassment or retaliation in Employment

Instructions ✓	Basic Information ✓	User Information	Complainant Demographics	Additional Complainant Parties	Respondents	Intake Details
Documents	Confirmation	Schedule Appointment				

Salutation

First Name \*

Middle Name

Last Name \*

Primary Language

Preferred Pronoun

Phone Number \*

Home Phone

E-mail

Primary Address

Street 1 \*

Street 2

City \*

County \*

State \*

ZIP/Postal Code \*

### Interview

At the end of this process, you will be able to schedule a phone interview with a DCR investigator.

☐ Click here if you need the interview conducted in Spanish?

☐ Click here if you need any other accommodation?

### Additional Contact Information

Please provide contact information for a person we can contact if we cannot reach you.

Full Name \*

Phone Number \*

Email Address

[Previous](#) [Save and Next](#)

## User Information Screen

In the User Information screen, the previously completed user profile information will populate here.

(Continued on Next Page)



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Please identify:

- Primary Language
- Preferred Pronouns
- County
- Additional Contact Info
- Any other Required Fields

If you have an Interview Accommodation Request, please check the appropriate box and if other, provide the specific accommodation request in the provided field.

Review the information for accuracy and  
Click “Save and Next”.

**If you are filing on behalf of someone**, you will provide **their contact** information in the “Additional Complainant Parties” section (see below).

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A screenshot of the NJBIAS Complainant Demographics screen. The page has a dark blue header with the NJ Division on Civil Rights logo and navigation links: Home, File a Complaint, Complainant Portal, English, and Test One. Below the header is a breadcrumb trail: Home / File a Complaint / Employment. The main heading is "Employment". Below this is a set of instructions: "Instructions: Complete the following steps to file a Complaint based on discrimination, harassment or retaliation in Employment". A progress bar shows the following steps: Instructions (checked), Basic Information (checked), User Information (checked), Complainant Demographics (active), Additional Complainant Parties, Respondents, and Intake Details. Below the progress bar are links for Documents, Confirmation, and Schedule Appointment. The main content area is titled "THIS INFORMATION IS OPTIONAL AND WILL BE USED ONLY FOR STATISTICAL PURPOSES". It contains several dropdown menus for Gender/Gender Identity, Race or Ethnicity, Religion, Marital Status, National Origin, and Sexual Orientation. Below these are checkboxes for various disabilities, organized in three columns: AIDS or HIV, Blood/Circulation, Brain/Nerves/Muscles, Digestive/Urinary/Reproduction, Heart, Hearing, Limbs [Arms/Legs], Mental/Cognitive, Psychological or Psychiatric, Sight, Speech/Respiration, Spinal/Back/Respiration, and Other Disability. At the bottom are "Previous" and "Save and Next" buttons.

**Complainant Demographics Screen**

The Complainant Demographics screen is optional and will be used only for statistical purposes only.

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The screenshot shows the 'Employment' section of the NJBIAS system. At the top is a dark blue navigation bar with the NJ Division on Civil Rights logo and links for 'File a Complaint', 'Complainant Portal', 'English', and 'Test One'. Below this is a breadcrumb trail: 'Home / File a Complaint / Employment'. The main heading is 'Employment'. A row of progress indicators shows steps: 'Instructions' (checked), 'Basic Information' (checked), 'User Information' (checked), 'Complainant Demographics' (checked), 'Additional Complainant Parties' (active), and 'Respondents'. Below the progress bar are links for 'Intake Details', 'Documents', 'Confirmation', and 'Schedule Appointment'. A text block explains the 'Add Additional Contact' and 'Add Attorney' buttons. Two empty tables are shown, each with headers: 'First Name', 'Last Name', 'Contact Role', 'Phone Number', 'Created On', and 'Actions'. Each table has a yellow message box stating 'There are no records to display.' and an 'Add' button. At the bottom are 'Previous' and 'Save and Next' buttons.

**Additional Complainant Parties Screen**

Use this screen if you'd like to add an attorney, and/or if you are filing on behalf of someone else. If you do not wish to add any additional contacts, click 'Save and Next' to continue to the next screen.

If you'd like to add an attorney, please 'Add Attorney.'

If you are filing on behalf of someone else, click 'Add Additional Contact' and fill in the information depicted in the screen shot on the following page. **The information filled in should be for the person you are filing on behalf on.**

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A screenshot of a web application showing a 'Create' modal window. The window has a title bar with a pencil icon and the word 'Create'. Inside, there is a heading 'To add a new contact associated to this Complaint, select the correct "Contact Role" and fill out the required fields'. The form is divided into two columns. The left column contains: 'Contact Role \*' (a dropdown menu), 'Salutation' (a dropdown menu), 'First Name \*' (a text input), 'Last Name \*' (a text input), 'Phone Number \*' (a text input), and 'Email' (a text input). The right column is titled 'ADDRESS' and contains: 'Street 1' (a text input), 'Street 2' (a text input), 'City' (a text input), 'County' (a dropdown menu), 'State' (a dropdown menu), and 'ZIP/Postal Code' (a text input). At the bottom left of the modal is a blue 'Submit' button. The background shows a blurred view of the main application interface with various buttons and text.

**Contact Window**

When the Contact window pops up. Input all the requested information:

- Salutation
- First Name
- Last Name
- Phone Number
- Email Address
- Mailing Address

Click “Submit” then click “Save and Next” to continue to the next screen.

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Home / File a Complaint / Employment

## Employment

Instructions: Complete the following steps to file a Complaint based on discrimination, harassment or retaliation in Employment

Instructions ✓	Basic Information ✓	User Information ✓	Complainant Demographics ✓	Additional Complainant Parties ✓	Respondents
Intake Details	Documents	Confirmation	Schedule Appointment		

Click on the "Add Respondent" button to enter the name of the organization you are complaining against.

Add Respondent

Organization Name	Phone Number	City	Created On ↓	Actions
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There are no records to display.

Previous Save and Next

### **Respondent Screen**

On the Respondent Screen, you will identify the organization you are filing against. You must add at least one Respondent.

Click "Add Respondent".

You may add multiple Respondents if necessary.

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A screenshot of a web application showing a 'Create' modal form. The form is titled 'Create' with a close button (X) in the top right corner. It is divided into two main sections: 'Respondent Organization \*' and 'ADDRESS'. The 'Respondent Organization \*' section contains three input fields: 'Respondent Organization \*', 'Phone Number \*', and 'Email'. The 'ADDRESS' section contains five input fields: 'Street 1', 'Street 2', 'City', 'State' (a dropdown menu), and 'ZIP/Postal Code'. A blue 'Submit' button is located at the bottom left of the form. The background shows a blurred view of the main application interface with a sidebar and a top navigation bar.

In the contact window, input all the requested information for Respondent.

Once you've added one or more Respondents, click "Submit" then click "Save and Next".

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The screenshot shows the "Employment" section of the NJBIAS system. At the top is a dark blue navigation bar with the NJ Division on Civil Rights logo and links for "File a Complaint", "Complainant Portal", "English", and "Test One". Below this is a breadcrumb trail: "Home / File a Complaint / Employment". The main heading is "Employment". A sub-header states: "Instructions: Complete the following steps to file a Complaint based on discrimination, harassment or retaliation in Employment". A progress bar shows six steps: "Instructions" (checked), "Basic Information" (checked), "User Information" (checked), "Complainant Demographics" (checked), "Additional Complainant Parties" (checked), and "Respondents" (checked). Below the progress bar is a tabbed interface with "Intake Details" selected, and other tabs for "Documents", "Confirmation", and "Schedule Appointment". The "Intake Details" section contains three fields: "County Where Incident Occurred" (a dropdown menu), "Most Recent Date of Harm" (a date field showing 5/5/2021), and "Is the Harm Continuing? \*" (a dropdown menu). Below these fields is a section titled "Please identify whether you believe were subjected to discrimination, harassment, and/or retaliation and provide a detailed explanation." with four checkboxes: "Discrimination", "Harassment", "Retaliation", and "Are there any witnesses that can support your allegations?". At the bottom are two buttons: "Previous" and "Save and Next".

### **Intake Details Screen**

- Select the county where the incident occurred from drop menu.
- Identify the most recent date of harm (date of incident).
- If the harm is ongoing, select Yes.
- If the harm is not ongoing, select No.

Click on the box(es) next to Discrimination, Harassment, or Retaliation for each harm that is relevant to your complaint. You may add as many allegations as necessary.


**Note: Depending on the complaint type you selected, the questions listed on this screen may be different.**

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## Employment

Instructions: Complete the following steps to file a Complaint based on discrimination, harassment or retaliation in Employment

Instructions ✓

Basic Information ✓

User Information ✓

Complainant Demographics ✓

Additional Complainant Parties ✓

Respondents ✓

Intake Details

Documents

Confirmation

Schedule Appointment

County Where Incident Occured

Bergen

Most Recent Date of Harm

5/5/2021

Is the Harm Continuing? \*

No

Please identify whether you believe were subjected to discrimination, harassment, and/or retaliation and provide a detailed explanation.

☒ Discrimination

Add Discrimination

Harm ↑	Basis	Explanation	Actions
There are no records to display.			

☒ Harassment

Add Harassment

Basis ↑	Explanation	Actions
There are no records to display.		

☒ Retaliation

Add Retaliation

Harm ↑	Protected Activity	Explanation	Actions
There are no records to display.			

☐ Are there any witnesses that can support your allegations?

Previous

Save and Next

## Adding an Allegation

Click the checkbox for the relevant allegation type(s). ‘Add’ button will display on the right hand side of each checked allegation type. Click the button (for example ‘Add Discrimination’)



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A screenshot of a web application window titled "Create". Inside, there is a form titled "Discrimination Allegation". The form has three main sections: "Complaint Type \*" with a dropdown menu showing "Employment"; "Select Harm \*" with a dropdown menu; and "Please Describe What Happened \*" with a text area. A "Submit" button is at the bottom. A red arrow points to the "Submit" button.

**Allegation Details box appears**

A screenshot of the same "Create" form, but with the "Select Harm \*" dropdown menu open. The menu displays a list of harm categories: "Discharged (fired), demoted, laid off or forced to retire", "Forced to quit (constructive discharge)", "Denied equal pay", "Denied hire or promotion", "Denied reasonable accommodation for a disability", "Denied reasonable accommodation for pregnancy or breastfeeding/location to express milk", "Denied reasonable accommodation for religious practice or observance", "Denied treatment consistent with gender identity or expression", "Other differential treatment in working conditions", "Differentially treated by a labor union", and "Subjected to discriminatory advertisement, statement, or question in employment application, job interview, or in connection with prospective employment". A red arrow points to the dropdown menu.

**From the 'Select Harm' drop-down menu, select a harm**

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A screenshot of the 'Create' form for a 'Discrimination Allegation'. The form has a dark blue header with a 'Create' button and a close 'x' button. The main title is 'Discrimination Allegation'. Below it, there are three dropdown menus: 'Complaint Type \*' (set to 'Employment'), 'Select Harm \*' (set to 'Discharged (fired), demoted, laid off or forced to retire'), and 'Select Basis \*'. The 'Select Basis \*' dropdown is open, showing a list of options: Age, Disability, Gender identity or expression, Liability for services in the US armed forces, National origin, ancestry or nationality, Pregnancy, childbirth, breastfeeding, or related medical conditions, Race or color, Religion or creed, Sex or gender, Sexual orientation, Marital status, civil union status, or domestic partnership status, and Genetic information/refusal to submit to a genetic test/atypical hereditary cellular or blood trait. A red arrow points to the 'Select Basis \*' dropdown. At the bottom of the form is a 'Submit' button. The background shows a sidebar with various navigation options.

**Then, from the ‘Select Basis’ drop-down menu, select a basis**

A screenshot of the 'Create' form for a 'Discrimination Allegation', showing the next step. The 'Select Basis \*' dropdown is now set to 'Race or color'. Below it, the 'Race or Ethnicity \*' dropdown is open, showing a list of options: Black or African American, Hispanic or Latin, Native American or Alaska Native, Asian, Native Hawaiian or other Pacific Islander, White, and Other. A red arrow points to the 'Race or Ethnicity \*' dropdown. The 'Submit' button is at the bottom. The background shows the same sidebar as the previous screenshot.

**Next, click on the third drop-down menu, and select as appropriate (see example above).**

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A screenshot of a web form titled "Create" with a close button (X) in the top right corner. The form is for a "Discrimination Allegation". It contains several fields: "Complaint Type \*" with a dropdown menu showing "Employment"; "Select Harm \*" with a dropdown menu showing "Discharged (fired), demoted, laid off or forced to retire"; "Select Basis \*" with a dropdown menu showing "Race or color"; and "Race or Ethnicity \*" with a dropdown menu showing "Hispanic or Latin". Below these is a text area labeled "Please Describe What Happened \*" with the instruction "Provide a detailed description of what happened. Be sure to include all relevant dates and identify the name and title of all individuals who were involved." A red arrow points to this text area. At the bottom left of the form is a blue "Submit" button. The form is set against a dark blue background with some faint text visible on the left side.

**Next, add your description of the incident in the ‘Please Describe What Happened’ field, and then click ‘Submit’. Once you’ve added all of your allegations, click ‘Save and Next.’**

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Instructions: Complete the following steps to file a Complaint based on discrimination, harassment or retaliation in Employment

Instructions ✓	Basic Information ✓	User Information ✓	Complainant Demographics ✓	Additional Complainant Parties ✓	Respondents ✓
Intake Details ✓	<b>Documents</b>	Confirmation	Schedule Appointment		

Click the Upload button, upload the file, and identify the document type of any relevant documentation you wish to include with your intake form. All documents submitted to DCR by any party, whether uploaded to this website or sent by other means, are considered.

## Documents

Document Type

Upload

Upload Date ↓

There are no records to display.

Previous

Save and Next

Upload Document

### Document Screen

If you have no documents to submit, click “Save and Next. If you do, click ‘Upload Document.’

A pop up window will appear:

- Select the ‘Type’ of document
- Type in a Description (optional)
- Click ‘Choose File’ and select document.
- When finished, click ‘upload’
- Upload as many documents as necessary
- Then click ‘Save and Next’

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Instructions ✓	Basic Information ✓	User Information ✓	Complainant Demographics ✓	Additional Complainant Parties ✓	Respondents ✓
Intake Details ✓	Documents ✓	Confirmation	Schedule Appointment		

Please read these instructions fully before you proceed!

YOU MUST BE 18 YEARS OLD OR OLDER TO SUBMIT THIS INTAKE FORM.

By submitting this Form, you are asking the Division on Civil Rights (DCR) to review the information that you have provided for possible filing and investigation of a complaint alleging a violation of the New Jersey Law Against Discrimination (LAD). SUBMITTING AN INTAKE FORM DOES NOT CONSTITUTE THE FILING OF A VERIFIED COMPLAINT WITH DCR.

This Intake Form will ask you for details about your case, including the person(s), business(es), or organization(s) that caused you harm (Respondent). As you complete each section, your progress will be saved. If you do not complete the form now, you can return to complete it within 30 days. If you do not submit the Intake Form within 30 days of first starting it, the information you provided will be deleted. YOU MUST COMPLETE AND SUBMIT THE FORM FOR DCR TO REVIEW IT.

After you submit the Intake Form, a DCR representative will contact you and ask you to answer additional questions about your case. We will evaluate the information you provide to determine if DCR has jurisdiction to issue a verified complaint and conduct a full investigation in your case. If we do have jurisdiction, we will draft a verified complaint and send it to you. If you agree with the information in the verified complaint and wish to proceed with the investigation, you must sign and return the verified complaint to us. Once we receive your signed verified complaint, it is deemed filed, and we will serve a copy of it on each respondent with a request to respond in writing to the allegations.

For further details on the complaint process, click [here](#).

Before submitting this form, please consider that you have two options for filing a complaint under the Law Against Discrimination. You may: (1) file a complaint with DCR within 180 days of the alleged violation; or (2) file a complaint in the Law Division of the Superior Court of New Jersey within two years of the alleged violation. If you sign a verified complaint with DCR, you may not file in Superior Court unless you first withdraw your complaint with DCR.

Please note that if your allegations raise claims under federal antidiscrimination laws, DCR will dual file your complaint with the United States Equal Employment Opportunity Commission (EEOC). For more information about dual filing with the EEOC, please click [here](#).

In addition, you have an obligation to mitigate damages. For more information about mitigating damages, please click [here](#).

Please call DCR at 833-NJDCR4U (833-653-2748) if you have any questions.

By acknowledging here you are certifying that you are 18 years or older, have read and understood all information on this form, and are electing to dual file with the EEOC any allegations in your complaint that raise claims under federal antidiscrimination law.

Note: Once you acknowledge and click "Save & Next" here, you cannot return to any of the prior pages. Therefore, please make sure that all information on all of the previous pages is correct before continuing.

☒ I Acknowledge \*

[Previous](#) [Save and Next](#)

## Confirmation Screen

The confirmation screen contains the same information as the Introduction screen.

- Re-read the information.
- Check the box "I Acknowledge" and click "Save and Next".

**New Jersey Bias Investigation Access System (NJBias)**  
**Complainant Instructional Handbook**  
**(For Complainants and Complainant Attorneys Only)**



Home / File a Complaint / Employment

## Employment

Instructions: Complete the following steps to file a Complaint based on discrimination, harassment or retaliation in Employment

Instructions ✓	Basic Information ✓	User Information ✓	Complainant Demographics ✓	Additional Complainant Parties ✓	Respondents ✓
Intake Details ✓	Documents ✓	Confirmation ✓	<b>Schedule Appointment</b>		

Below, please select an appointment time for an investigator from DCR to contact you to discuss your allegations.

Start Time	End Time ↑	Actions
5/20/2021 9:00 AM	5/20/2021 10:00 AM	⌵
5/20/2021 9:00 AM	5/20/2021 10:00 AM	⌵
5/20/2021 9:00 AM	5/20/2021 10:00 AM	⌵
5/20/2021 9:00 AM	5/20/2021 10:00 AM	⌵
5/20/2021 10:00 AM	5/20/2021 11:00 AM	⌵
5/20/2021 10:00 AM	5/20/2021 11:00 AM	⌵
5/20/2021 10:00 AM	5/20/2021 11:00 AM	⌵
5/20/2021 10:00 AM	5/20/2021 11:00 AM	⌵
5/20/2021 11:00 AM	5/20/2021 12:00 PM	⌵
5/20/2021 11:00 AM	5/20/2021 12:00 PM	⌵

< 1 2 3 4 5 6 7 8 ... 16 >

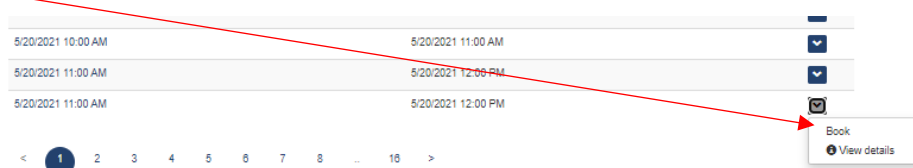
### Schedule Appointment Screen

**Note: Housing Complaints do not have appointments. For all other complaint types:**

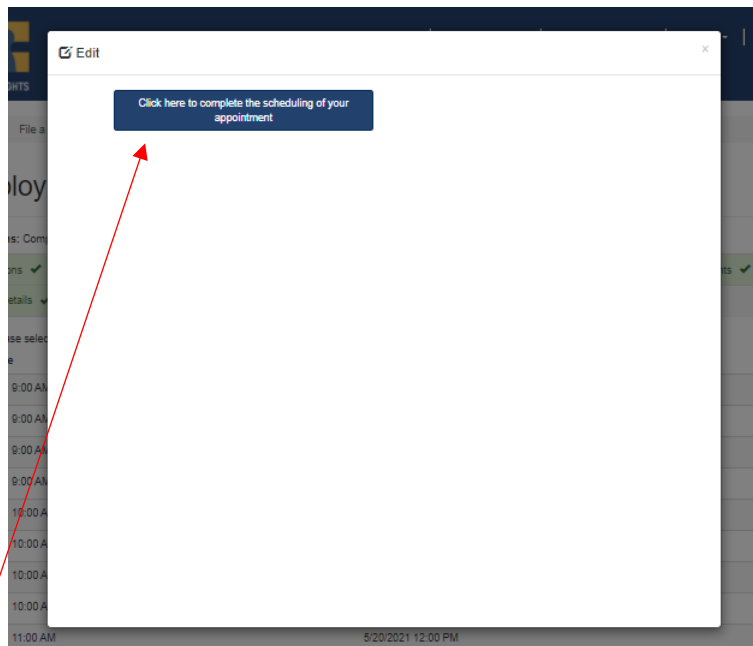
Multiple dates with various 1-hour slots will appear.

Select the date and time that where you will be available for a telephone interview.

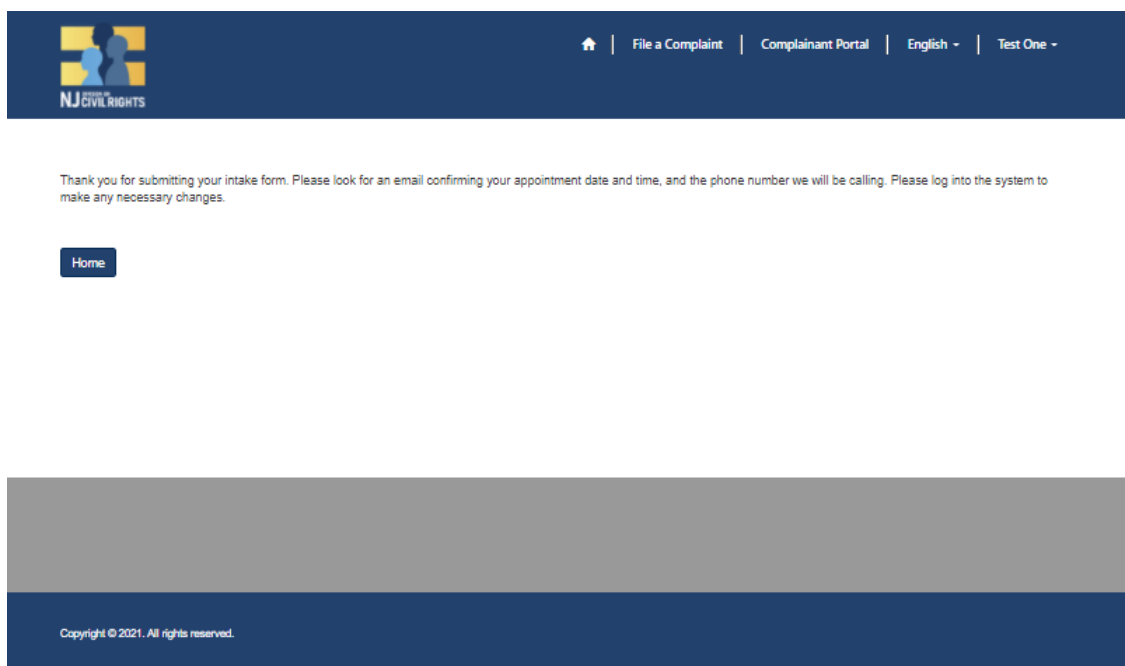
To book that specific date and time, click on the Actions icon next to the desired appointment and click "Book".



**New Jersey Bias Investigation Access System (NJBIAS)**  
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**(For Complainants and Complainant Attorneys Only)**



Click the blue button to confirm your appointment.

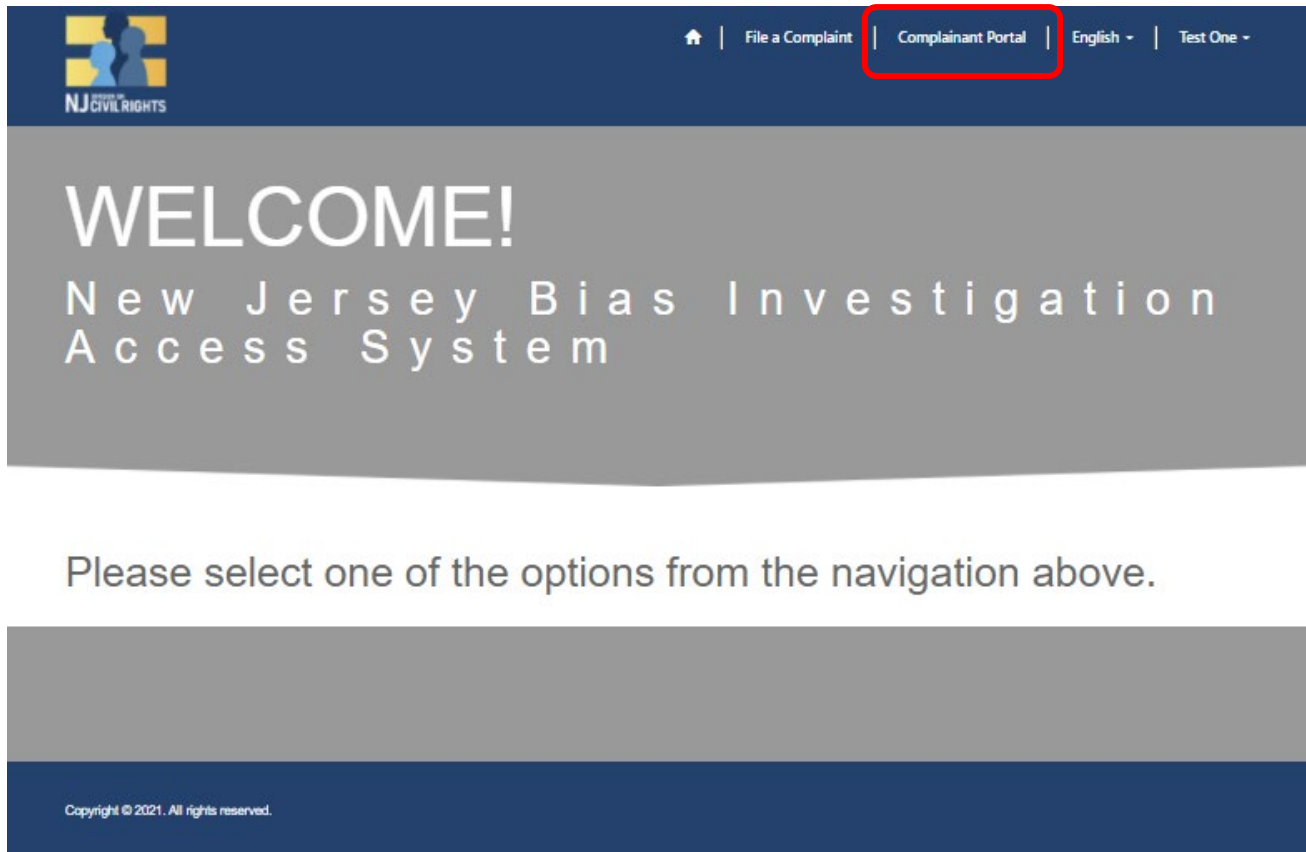


You will receive the above message along with an appointment confirmation email.

**New Jersey Bias Investigation Access System (NJBIAS)**  
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**Complainant Portal Features**



Please select one of the options from the navigation above.

At any point after logging in to NJBIAS, you may access your Complainant Portal to view and interact with your intakes in progress and your filed complaints. To enter your portal, click '**Complainant Portal**' at the top of your screen.

The Complainant Portal allows you to:

- **Message** - Send to and receive messages from DCR personnel;
- **Intake in Progress** - Confirm if you have submitted your intake; finish an un-submitted intake form; and upload additional documents.
- **My Complaints** - In the event DCR accepts your complaint, view the status of your complaint; interact with your assigned investigator and/or DCR personnel; add an attorney; upload additional documents; respond to motions; etc.

See Screen Shots on following page.



# New Jersey Bias Investigation Access System (NJBIAS)

## Complainant Instructional Handbook

### (For Complainants and Complainant Attorneys Only)



[Home](#) | [File a Complaint](#) | [Complainant Portal](#) | [English](#) - | [Test One](#) -

Home / MyPortal Messages

### My Portal

Messages 0  
Intake in Process 0  
My Complaints 0

#### Messages

**Messages** provides users with the ability to communicate directly with the DCR Office. To submit a new message, click the "New Message" button below. To reply to a message, open the existing thread and submit a response.

Subject	Last Updated ↓	Message Read By Portal User	Actions
There are no records to display.			

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[Home](#) | [File a Complaint](#) | [Complainant Portal](#) | [English](#) - | [Test One](#) -

Home / My Portal Intake

### My Portal

Messages 0  
Intake in Process 0  
My Complaints 0

#### My Unsubmitted Intake Forms

File a New Complaint

Intake Number ↑	Complaint Type	Created On ↓	Actions
There are no records to display.			

#### My Submitted Intake

Intake Number ↑	Complaint Type	Created On ↓	Actions
001348	Employment	5/19/2021 2:42 PM	▼

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[Home](#) | [File a Complaint](#) | [Complainant Portal](#) | [English](#) - | [Test One](#) -

Home / My Portal Complaints

### My Portal

Messages 0  
Intake in Process 0  
My Complaints 0

#### My Complaints

Complaint ↓	Role	Complaint Type	Status	Actions
E2021-500000	Complainant	Employment	Pending Respondent Response	▼

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# New Jersey Bias Investigation Access System (NJBias)

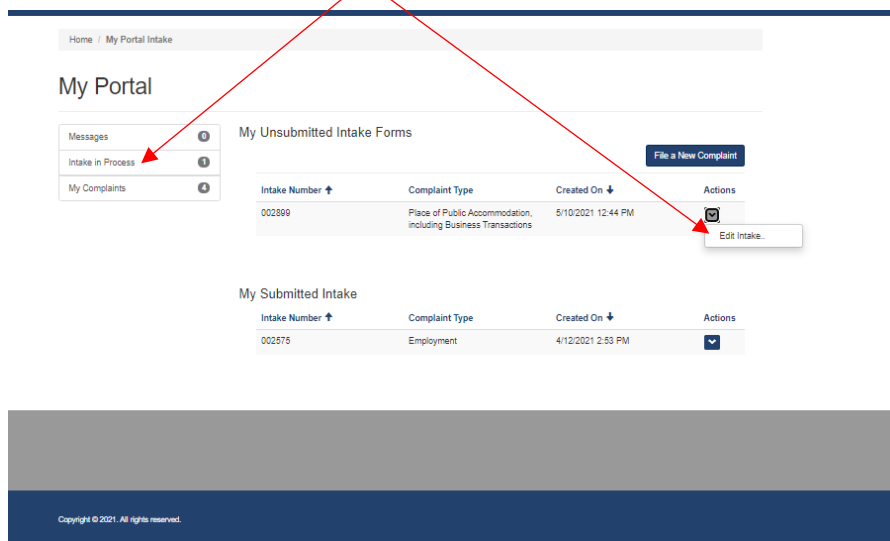
## Complainant Instructional Handbook

(For Complainants and Complainant Attorneys Only)



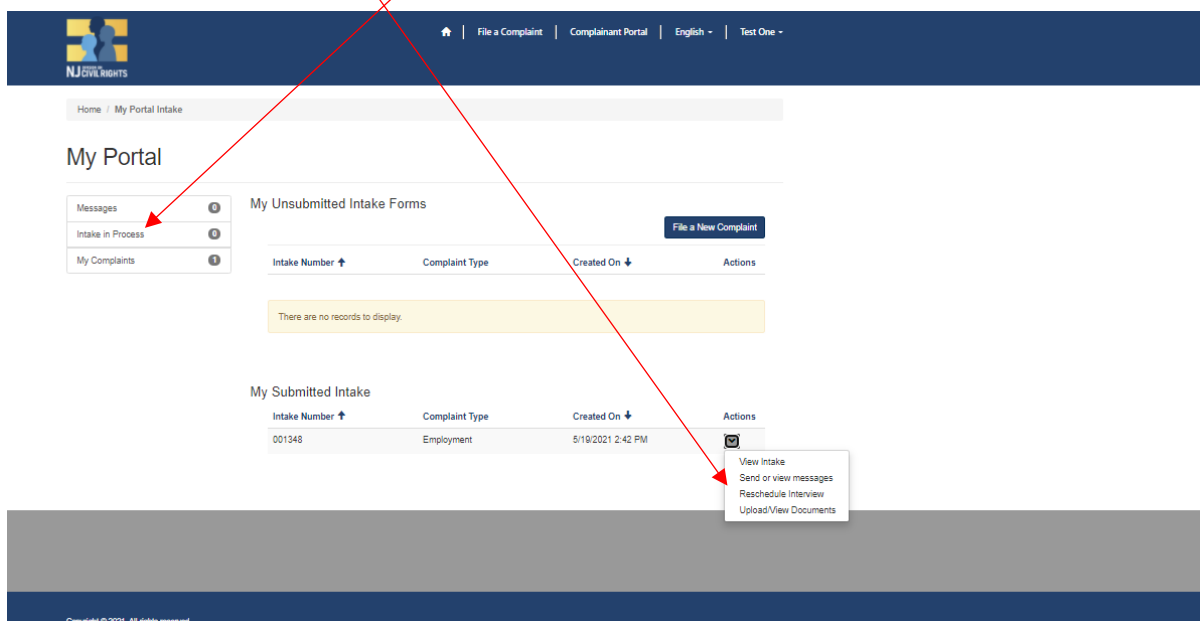
### Intake Features:

To finish/edit an unsubmitted intake, click ‘Intake in Progress,’ and click the action button next to the **unsubmitted** intake form. Click ‘Edit Intake’.



To reschedule an intake interview, click “Intake in Progress” and click the action button next to the **submitted** intake form.

Click “Reschedule Interview”:



# New Jersey Bias Investigation Access System (NJBias)

## Complainant Instructional Handbook

### (For Complainants and Complainant Attorneys Only)



To send a message to the intake investigator, click 'Intake in Progress' and click the action button next to the **submitted** intake form.

Click 'Send or View Messages'.

A screenshot of the NJBIAS 'My Portal' page. The page has a dark blue header with the NJ Division on Civil Rights logo and navigation links: 'File a Complaint', 'Complainant Portal', 'English', and 'Test One'. Below the header is a breadcrumb trail 'Home / My Portal Intake'. The main content area is titled 'My Portal' and contains a sidebar with 'Messages', 'Intake in Progress', and 'My Complaints'. The 'Intake in Progress' link is highlighted with a red arrow. The main content area is divided into 'My Unsubmitted Intake Forms' and 'My Submitted Intake'. The 'My Submitted Intake' section contains a table with one row: Intake Number 001348, Complaint Type Employment, Created On 5/10/2021 2:42 PM, and an Actions column. A red arrow points from the 'Intake in Progress' link in the sidebar to the 'Send or view messages' option in the Actions dropdown menu for the submitted intake form. The dropdown menu also includes 'View Intake', 'Reschedule Interview', and 'Upload/View Documents'. The footer of the page states 'Copyright © 2021. All rights reserved.'

Next, Click 'New Message'

A screenshot of the NJBIAS 'Intake Messages' page. The page has a dark blue header with the NJ Division on Civil Rights logo and navigation links: 'File a Complaint', 'Complainant Portal', 'English', and 'Test One'. Below the header is a breadcrumb trail 'Home / Intake Messages'. The main content area is titled 'Intake Messages' and contains a 'New Message' button. A red arrow points from the 'New Message' button to the 'New Message' button. Below the button is a table with columns: Intake Number, Subject, Date Created, Message Read By Portal User, and Actions. The table is empty, and a message 'There are no records to display.' is shown below it.

Type in the subject and text, and click 'Submit'

A screenshot of the NJBIAS 'Create' message form. The form has a dark blue header with the NJ Division on Civil Rights logo and navigation links: 'File a Complaint', 'Complainant Portal', 'English', and 'Test One'. Below the header is a breadcrumb trail 'Home / Intake Messages'. The main content area is titled 'Create' and contains a form with fields for 'Subject' and 'Body'. The 'Subject' field is highlighted with a red arrow. The 'Body' field is a text area containing the text 'Hi How are you?'. A red arrow points from the 'Submit' button to the 'Submit' button. The form also includes a 'Cancel' button and a 'Submit' button.

**New Jersey Bias Investigation Access System (NJBIAS)**  
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To reply to a message, click on the action button next to the corresponding message.

Click 'View Details'

A screenshot of the "Intake Messages" page in the NJBIAS system. The page has a dark blue header with the NJ Division on Civil Rights logo and navigation links: "File a Complaint", "Complainant Portal", "English", and "Test One". Below the header is a breadcrumb trail "Home / Intake Messages". The main heading is "Intake Messages". There is a "New Message" button in the top right. A table lists messages with columns: "Intake Number", "Subject", "Date Created", "Message Read By Portal User", and "Actions". The first row shows "001348", "Subject", "5/19/2021 5:21 PM", and "No". The "Actions" column has a dropdown menu with "View Details" selected. A red arrow points from the text "Click 'View Details'" to this button. The footer says "Copyright © 2021. All rights reserved."

Type in your response and click 'Submit'

A screenshot of the "View details" modal form. It has a title bar "View details" with an information icon and a close button. The form contains a "Subject" field with the value "Subject". Below it is the "Body" section, which says "On Wednesday, May 19, 2021 5:21 PM, Test One wrote:" followed by "Hi How are you". Below the body is a large text area labeled "Message Response" with a red arrow pointing to it. At the bottom are "Submit" and "Close" buttons.

# New Jersey Bias Investigation Access System (NJBIAS)

## Complainant Instructional Handbook

### (For Complainants and Complainant Attorneys Only)



To upload additional documents, click 'Intake in Progress' and click the action button next to the **submitted** intake form.

Click 'Upload/View Documents'

A screenshot of the NJBIAS portal interface. The top navigation bar is dark blue with the NJ Division on Civil Rights logo and links for 'File a Complaint', 'Complainant Portal', 'English', and 'Test One'. Below the navigation bar, the page title is 'My Portal Intake'. The main content area is divided into two sections: 'My Unsubmitted Intake Forms' and 'My Submitted Intake'. In the 'My Unsubmitted Intake Forms' section, there is a table with columns 'Intake Number', 'Complaint Type', 'Created On', and 'Actions'. A message 'There are no records to display' is shown below the table. In the 'My Submitted Intake' section, there is a table with the same columns. The first row shows an intake number '001348', complaint type 'Employment', and creation date '5/19/2021 2:42 PM'. The 'Actions' column for this row has a dropdown menu with options: 'View Intake', 'Send or view messages', 'Reschedule Interview', and 'Upload/View Documents'. Two red arrows originate from the text above: one points to the 'Intake in Progress' link in the left sidebar, and the other points to the 'Upload/View Documents' option in the dropdown menu.

Follow the steps on page 20 to upload documents.

**New Jersey Bias Investigation Access System (NJBIAS)**  
**Complainant Instructional Handbook**  
**(For Complainants and Complainant Attorneys Only)**



## Complaint Features

To View your active complaints, click 'My Complaints'

A screenshot of the NJBIAS Complainant Portal. The top navigation bar is dark blue with the NJ Division on Civil Rights logo on the left and links for Home, File a Complaint, Complainant Portal, English, and Test One on the right. Below the navigation bar is a breadcrumb trail: Home / My Portal Complaints. The main content area is titled "My Portal" and contains a sidebar with "Messages" (1), "Intake in Process" (0), and "My Complaints" (1). A red arrow points from the text "To View your active complaints, click 'My Complaints'" to the "My Complaints" link in the sidebar. To the right of the sidebar is a table titled "My Complaints" with columns: Complaint, Role, Complaint Type, Status, and Actions. The table contains one row for complaint E2021-500000, with Role: Complainant, Complaint Type: Employment, and Status: Pending Respondent Response. The Actions column has a dropdown arrow icon. The footer is dark blue with the text "Copyright © 2021. All rights reserved."

By clicking the action button on the corresponding complaint, you can:

- View the details of your complaint
- Upload/View Documents (see page 20)
- Send or View Messages (see page 27-28)
- View, File, or Respond to Motions
- Withdraw your case
- Add attorneys and/or identify witnesses

## My Portal

A screenshot of the NJBIAS Complainant Portal, similar to the one above, but with the "Actions" dropdown menu open for the complaint E2021-500000. The dropdown menu is highlighted with a red rounded rectangle and lists the following options: View Complaint Details, Upload/View Documents, Send or View Messages, View, File or Respond to Motions, Request to Withdraw Case, and Add Attorney/Witness.

## New Jersey Bias Investigation Access System (NJBIAS)

### Complainant Instructional Handbook

#### (For Complainants and Complainant Attorneys Only)



To view, file, or respond to a Motion, click 'My Complaints', and click the action button on the corresponding complaint.

Click 'View, File, or Respond to Motions'

The screenshot shows the 'My Portal' interface. On the left, there's a sidebar with 'Messages', 'Intake in Process', and 'My Complaints'. The 'My Complaints' section is active, showing a table with columns: Complaint, Role, Complaint Type, Status, and Actions. A dropdown menu is open under the 'Actions' column for the first complaint (E2021-500000), showing options: View Complaint Details, Upload/View Documents, Send or View Messages, View, File or Respond to Motions (highlighted with a red arrow), Request to Withdraw Case, and Add Attorney/Witness. A red 'X' is drawn over the entire screenshot.

To file a new motion, click 'File Other Motion' or, if your case has been closed with a finding of no probable cause, click 'File Motion for Reconsideration' (not pictured)

The screenshot shows the 'View Motions' page. At the top, there's a breadcrumb 'Home / View Motions'. Below it, the title 'View Motions' is displayed. On the right, there's a button 'File Other Motion'. Below this, there's a table with columns: Complaint, Created On, Type, Moving Party, Status, and Actions. A yellow message box states 'There are no records to display.'

Click 'Upload Motion' and follow the directions to upload your motion (works similar to uploading documents).

Then click 'Submit'

The screenshot shows the 'File Other Motion' page. At the top, there's a breadcrumb 'Home / File Other Motion'. Below it, the title 'File Other Motion' is displayed. There's a paragraph of instructions: 'Click 'Upload' to upload a document or documents. Before you click 'Submit', make sure the documents you uploaded are correct. If you uploaded a document in error, click the 'Actions' drop down to delete the document. After clicking 'Submit', the documents uploaded cannot be deleted. Please note that the motion and accompanying documents you are uploading will be shared with the opposing party.' Below this, there's a text area for 'Other Motion Description'. Underneath, there's a section for 'Documents' with a table that has columns: Document Type, Description, Upload, Upload Date, Upload Status, and Actions. A yellow message box states 'There are no records to display.' At the bottom, there are two buttons: 'Previous' and 'Submit' (highlighted with a red arrow).

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**Complainant Instructional Handbook**  
**(For Complainants and Complainant Attorneys Only)**



To download a motion and/or respond to a motion, click on the actions button on the corresponding motion.

Click 'Upload/View Responsive Documents'

Home / View Motions

### View Motions

[File Other Motion](#)

Complaint	Created On ↑	Type	Moving Party	Status	Actions
E2021-500000	5/19/2021 7:20 PM	Dismissal	Test Corp	Filed	<div><div>▼</div><div>Upload/View Responsive Documents</div></div>

To download the motion, click the action button on the corresponding document and click 'Download Document'

### Respond to a Motion

Click 'Upload' to upload a document or documents. Before you click 'Submit', make sure the documents you uploaded are correct. If you uploaded a document in error, click the 'Actions' drop down to delete the document. After clicking 'Submit', the documents uploaded cannot be deleted.

Please note that the motion response and accompanying documents you are uploading will be shared with the opposing party

#### Documents

[Upload Opposition](#)

Document Type	Description	Upload	Upload Date ↓	Upload Status	Actions
Legal Brief/Memorandum		dpf-44S_FormFiled.pdf	5/19/2021 7:21 PM	File Uploaded	<div><div>▼</div><div>Download Document</div></div>

[Submit](#)

Click on the document file to download

[View details](#)

Click on the file name to download.

This computer system does not scan files for computer viruses. By downloading this file, you acknowledge and knowingly accept the risk of saving this file on your device. It is recommended that you take steps to protect your own computer system, such as installing current anti-virus software and the latest security updates.

**Document Type**

Legal Brief/Memorandum

**Upload Date**

5/19/2021 7:21 PM

**Description**

—

**Note Text**

6 minutes ago  
Test Corp

dpf-44S\_FormFiled.pdf (313.42 KB)



**New Jersey Bias Investigation Access System (NJBIAS)**  
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**(For Complainants and Complainant Attorneys Only)**



**To respond to a motion, click ‘Upload Opposition’.** Follow the instructions to upload, and then click ‘submit’

## Respond to a Motion

Click 'Upload' to upload a document or documents. Before you click 'Submit', make sure the documents you uploaded are correct. If you uploaded a document in error, click the 'Actions' drop down to delete the document. After clicking 'Submit,' the documents uploaded cannot be deleted.

Please note that the motion response and accompanying documents you are uploading will be shared with the opposing party

### Documents

Document Type	Description	Upload	Upload Date ↓	Upload Status	Actions
Legal Brief/Memorandum	dpt-44S_FormFiledand.pdf		5/19/2021 7:21 PM	File Uploaded	⌵

Submit

**To withdraw your complaint, click on the action button on the corresponding complaint**

Click ‘Request to Withdraw Case’

## My Portal

Messages	1
Intake in Process	0
My Complaints	1

### My Complaints

Complaint ↓	Role	Complaint Type	Status	Actions
E2021-500000	Complainant	Employment	Pending Respondent Response	⌵

- View Complaint Details
- Upload/View Documents
- Send or View Messages
- View, File or Respond to Motions
- Request to Withdraw Case
- Add Attorney/Witness

Enter a reason for your request, and click ‘Submit’. You will receive further email correspondence to complete the withdrawal process

### Complaint Withdrawal Request

Please explain why you would like to withdraw your complaint

Submit

Cancel

**New Jersey Bias Investigation Access System (NJBias)**  
**Complainant Instructional Handbook**  
**(For Complainants and Complainant Attorneys Only)**



To add an attorney and/or to identify a witness, click the action button on the corresponding complaint.

Click 'Add Attorney/Witness'

**My Portal**

Messages **1**

Intake in Process **0**

My Complaints **1**

**My Complaints**

Complaint	Role	Complaint Type	Status	Actions
E2021-500000	Complainant	Employment	Pending Respondent Response	<div><div></div><div>View Complaint Details</div><div>Upload/View Documents</div><div>Send or View Messages</div><div>View, File or Respond to Motions</div><div>Request to Withdraw Case</div><div>Add Attorney/Witness</div></div>

On the next page, select the 'contact role' from the drop down menu (i.e., whether you are adding an attorney or a witness)

Fill out the requested information, and click 'submit'

**Complainant Add Attorney**

Contact Role \*

Attorney for Complainant

Complainant Witness

First Name \*

Last Name \*

Phone Number

Email

ADDRESS

Street 1

Street 2

City

County

State

ZIP/Postal Code

Submit