



**U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**  
**THE SECRETARY**  
WASHINGTON, DC 20410-0001

April 8, 2025

MEMORANDUM FOR: All HUD Employees  
FROM: E. Scott Turner, Secretary   
SUBJECT: Alternative Dispute Resolution Policy Statement

The U.S. Department of Housing and Urban Development (HUD) is committed to maintaining a professional work environment by establishing and implementing policies that ensure every employee is respected and valued. Our goal to create a model work environment requires that we make every effort to prevent or minimize workplace conflicts and disputes at the earliest possible stage.

The Administrative Dispute Resolution Act of 1996 provides HUD with the authority to use Alternative Dispute Resolution (ADR) methods as an option for conflict resolution. HUD ensures that ADR's core tenets of fairness, voluntariness, neutrality, and confidentiality are an integral part of the ADR process, which is used to resolve a wide range of workplace disputes in a collaborative, fair, efficient, and cost-effective manner. ADR will be used, to the maximum extent possible, to resolve Equal Employment Opportunity (EEO) complaints (informal or formal stage) and non-EEO complaints, such as grievances, workplace disputes, and employee and/or team conflicts.

Mediation is HUD's most frequently used ADR technique. Mediation allows a trained neutral mediator to help parties reach a mutually satisfactory resolution arising from a workplace dispute. The mediator does not determine who is right or wrong, but helps the parties mutually explore and resolve their differences. The mediator has no authority to impose a settlement on the parties to the dispute. As the parties control the resolution process, mediation may lead to more creative solutions, resulting in an amicable result. HUD's ADR process provides an opportunity to preserve and strengthen workplace relationships through the understanding and clarity that can be achieved during open and honest dialogue facilitated by the mediator. Some additional benefits of ADR may include increased productivity, improved employee morale, a less contentious work environment, and mitigating prolonged legal proceedings.

When the Office of Departmental Equal Employment Opportunity (ODEEO) determines that an EEO issue, dispute, or conflict is appropriate for the ADR process and an employee wishes to engage in ADR, management is required to participate and must engage in good faith to attain a mutually agreeable resolution. However, depending on the circumstances, exceptions can be granted by ODEEO for management to not participate in the ADR process. The management participation requirement is not applicable to non-EEO complaints.

Maintaining a civil and productive work environment is the responsibility of all HUD employees. Addressing conflicts to preserve professional relationships is key to achieving HUD's mission to create strong, stable and sustainable communities and quality affordable housing for all.

If you have a question or need assistance, please contact ODEEO at (202) 402-6860 or by email at [EEO@HUD.gov](mailto:EEO@HUD.gov).