


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

December 4, 2020

MEMORANDUM FOR: All HUD Employees

FROM: Benjamin S. Carson, Sr. 

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 our employees and customers are treated with dignity and respect.

Our goal is to operate in a manner that prevents or minimizes conflict and disputes; however, when disputes arise in the workplace, we must make every effort to reach the earliest possible resolution. The Administrative Dispute Resolution Act of 1996 provides HUD with the authority to use alternative dispute resolution (ADR) as an option to traditional forms of dispute resolution. The ADR process is used to resolve a wide range of workplace disputes – including Equal Employment Opportunity (EEO) complaints, grievances, workplace employee conflicts, and team conflicts – in a collaborative, fair, efficient, and cost-effective manner.

ADR provides a forum to informally resolve employment disputes before they advance to formal complaints. ADR can provide faster, less expensive, less contentious, and more productive results in eliminating workplace disputes. The process presents an opportunity to preserve and strengthen workplace relationships through the understanding and clarity gained during open and honest dialogue. The win-win approach of ADR allows the participants to see conflict resolution as an opportunity to come to a mutually beneficial result. Other benefits to ADR may include increased customer satisfaction, increased productivity, improved employee morale, and avoidance of prolonged litigation.

HUD's leadership is dedicated to the use of ADR, whenever appropriate, as the initial technique to resolve or prevent conflict. Additionally, when an employee requests ADR during the EEO process, HUD's leadership is required to participate in the ADR process in good faith. The ADR techniques utilized by HUD include mediation (which is the most frequently used); facilitation; coaching; conciliation; negotiation; and settlements.

We are all responsible for maintaining a civil and productive work environment. Therefore, I encourage you to consider the use of ADR to address conflicts and preserve or rebuild the professional relationships that are vital to the success of our Department.

If you have questions or need assistance, please contact the Office of Departmental Equal Employment Opportunity at (202) 708-5921 or by email at EEO@HUD.gov.