Domestic Worker Mediation Program

The Domestic Worker Mediation Program is a respectful, confidential, free way to resolve workplace issues without going to court.

For more information or to make an appointment, email **OLPS@dcwp.nyc.gov** or call **311**.

Who Takes Part

- Domestic worker
  (any worker who works directly for a private household in NYC; for example, nanny, house cleaner, other care provider)
- Household employer
- Mediator
  (provided by the City)
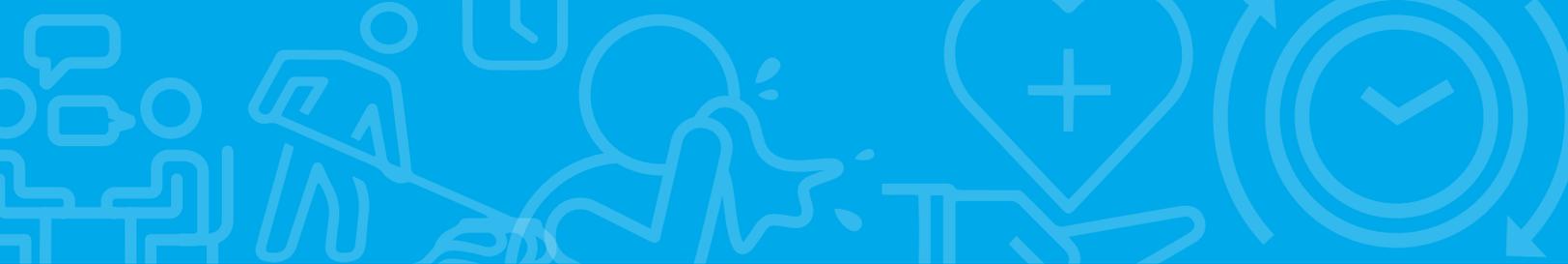- Department of Consumer and Worker Protection (DCWP) attorney

What It Covers

Mediation is for workplace issues related to:

- Unpaid Wages
- Minimum Wage and Overtime
- Paid Safe and Sick Leave
- Retaliation

NYC

How It Works

A **DCWP** staff member will interview the **worker** and **employer** to:

- identify workplace issues;
- inform them of their rights and obligations;
- collect information and documents; and
- help them decide whether mediation is the right path.

Mediation is voluntary. If both the worker and employer agree to mediation, a neutral **Mediator** from the Center for Creative Conflict Resolution at the NYC Office of Administrative Trials and Hearings will work with the worker and employer to understand the issues and reach an agreement that is fair for everyone. A DCWP staff member and worker or employer representatives may also participate in mediation.

Where It Happens

In general, mediation will be at the Center for Creative Conflict Resolution, 66 John Street, 11th Floor, New York, NY 10038.

Why It Matters

- It's **free**.
- It's **confidential**.
- Any domestic worker can participate **regardless of immigration status**.
- It's **less public and adversarial** than a court action, with a **faster resolution**.
- The Mediator ensures the process is **fair and objective**.

NYC Consumer and Worker Protection

CENTER FOR CREATIVE CONFLICT RESOLUTION
City of New York
OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS