

CITY OF NEW YORK
COMMISSION ON HUMAN RIGHTS

In the Matter of the Complaint of:

THE NEW YORK CITY COMMISSION ON
HUMAN RIGHTS,

Complainant,

— against —

FELLOW BARBER CITY LLC,

Respondent.

VERIFIED COMPLAINT

Complaint No. M-E-Q-26-164097

NATURE OF THE ACTION

The New York City Commission on Human Rights (“Commission”) brings this action against Respondent Fellow Barber City LLC (“Fellow Barber”) for violating § 8-107(32) of the Administrative Code of the City of New York, the New York City Human Rights Law (“NYCHRL”). As of November 1, 2022, the NYCHRL requires employers in New York City to include a good faith salary range for every job, promotion, and transfer opportunity advertised.

The Commission alleges as follows:

JURISDICTION AND VENUE

The Commission initiates this Complaint pursuant to NYCHRL § 8-109(c). The effects of the alleged unlawful policies and practices described in this complaint occurred in the City of New York.

PARTIES

1. The Commission’s address is 22 Reade Street, New York, NY 10007.
2. Respondent Fellow Barber is an employer as defined by NYCHRL § 8-102 and, upon information and belief, employs four (4) or more employees. Respondent’s address for service of process is Fellow Barber City LLC, c/o Schwartz Sladkus Reich Greenberg Atlas LLP,

Attn: Jeffrey M. Schwartz Esq, 270 Madison Avenue, 9th Floor, New York NY, 10016. Its business address is Fellow Barber City LLC, 1149 Broadway, New York NY, 10001.

FACTS

3. Respondent maintains a careers page on its website, <https://www.fellowbarber.com> (“Jobs Site”).

4. As of September 4, 2025, a listing on the Jobs Site for the position of “Front Desk Representative” in New York City or containing work to be performed in New York City did not display a salary range. *See* Exhibit A (Jobs Site 9-4-25 screenshot).

CHARGE I

5. Complainant incorporates and realleges paragraphs 1 through 4 of this Complaint as though fully set forth herein.

6. The Commission charges that Respondent has unlawfully discriminated against job applicants by failing to include a salary range in job listings for positions in New York City currently on its Jobs Site, in violation of § 8-107(32) of the NYCHRL.

PRAYER FOR RELIEF

WHEREFORE, the Commission respectfully requests judgment against Respondent as follows:

- a) Declaring that Respondent’s acts, practices, and omissions complained of herein violate the NYCHRL;
- b) Directing Respondent to make all necessary modifications to its policies, practices, and procedures to comply with NYCHRL;
- c) Directing Respondent to train all management, agents, and employees on NYCHRL;

- d) Directing Respondent to engage in affirmative relief, including anti-discrimination training, policy revisions, posting and notice to employees, and monitoring.
- e) Awarding such other and further relief as the Commission deems just and proper.

Katherine Carroll, being duly sworn, deposes and says:

I am the Deputy Commissioner of the Law Enforcement Bureau of the New York City Commission on Human Rights, the Complainant herein; I have read the foregoing Complaint and know the content thereof; the same is true of my own knowledge, except as to the matters therein stated on information and belief; and, as to those matters, I believe the same to be true.

Dated: New York, NY
December 30, 2025



Katherine Carroll
Deputy Commissioner
Law Enforcement Bureau
New York City Commission on Human Rights
22 Reade Street, 3rd Floor
New York, NY 10007

Exhibit A

Back to all jobs

Front Desk Representative

-  Fellow Barber
-  New York
-  Full-Time

Posted on June 27, 2025

About the Front Desk Attendant Position

Fellow Barber is an upscale barbershop with a reputation for quality and consistency. Our company is built on people, style and talent. We have beautiful curated shop locations in New York, San Francisco and Los Angeles. You will find a consistent quality throughout each location, but with a unique aesthetic inspired by the diversity of the neighborhood and clientele. As a company we invest in our employees providing competitive benefits, and educational opportunities to further elevate the experience for our clients and employees.

We are currently looking for Front Desk talent to provide excellent customer service to our clients and shop support for our company.

Front Desk Attendant Responsibilities

- Greet and welcome clients, walk them to the proper beauty station and inform assigned barber of their arrival
 - Book and confirm appointments via online, phone, email, and text
- Process transactions (cash and credit cards) and issue receiptsWelcome walk-ins, answer questions about services and schedule appointments based on availability
 - Maintain the flow of the shop to ensure it runs smoothly
 - Ensure the appointment schedules are running smoothly and on time
 - Inform clients about new services and discounts
- Cross-sell services and products when appropriate (e.g. through informative brochures and gift cards)
 - Update client records with contact and billing details, appointments and services offered
 - Maintain maintenance of shop floor as well as product displays
 - Manage product inventory
 - Take telephone calls from clients and provide them with needed information
- Schedule appointments over the telephone and maintain records of work performed on each client
 - Ensure that sufficient items such as clean towels are available on an ongoing basis
- Supervise trainees and apprentices to ensure that they are working according to the shop's protocols
 - Resolve clients' complaints correctly in a bid to ensure recurring business from them

Preferred Qualifications

- High school diploma or GED
 - A minimum of 1-year experience in customer service
- Proficiency in administrative computer software such as MS Word, Excel, and Outlook
 - The ability to remain calm and professional in stressful situations
 - Strong marketing and sales abilities
 - Excellent customer service and skills
 - Positive attitude and professional demeanor.
 - Strong written and verbal communication skills
- Exceptional time management and organizational abilities

We offer the following competitive benefits:

- 401(k)
- Dental insurance
- Medical insurance
- Vision insurance
- Employee discount
- Referral program