Office of Resolution Management (ORM)

Harassment Prevention Program Reporting Process

The ORM’s Harassment Prevention Team ensures allegations of harassment, including bullying and cyber-bullying, receive a prompt, thorough, and impartial investigation (preferably before harassment becomes severe or pervasive). ORM ensures that VA takes immediate, appropriate corrective action when it determines harassment has occurred.

Harassment Prevention reporting process is different from the EEO complaint process. The Harassment Prevention Program exists to stop harassment immediately.

Reporting Harassment

- Employee reports the matter to the immediate supervisor, or other management officials, or the Harassment Prevention Coordinator (HPC), or the Harassment Prevention Team at 1-888-566-3982.
- For a list of Harassment Prevention Coordinators, please visit http://www.va.gov/ORM/HPP.asp.
- An informal investigation will typically be conducted by a supervisor, or, an appropriate management official or designee.
- If the allegation is against a senior manager, it will be referred to the Office of Accountability Review.

Investigation

- An appropriate management official, usually the supervisor of the alleged harasser, will determine in consultation with subject matter experts what action, if any, is recommended in the case and take action, as necessary.
- The appropriate management official will notify the employee who reported harassment of the completion and outcome of the process.

Outcome

- The Harassment Prevention Team follows up with employees to ensure that management notified them about the outcome, the situation was resolved, and that any concerns about the process are addressed.
- The Harassment Prevention Team reviews all outcomes for appropriateness, timeliness, and trends.

Quality Review

30 Days
VA aims to complete the process within 30 days.

If the matter raised before the ORM’s Harassment Prevention Team does not fall within its purview, the employee is informed of his or her options for redress. Contacting the Harassment Prevention Team does not preclude you from filing an EEO complaint. Please bear in mind that if you contact the Team, you have not initiated the EEO complaint process and you do not delay your time limits for filing an EEO complaint. However, if you want to file an EEO complaint you must contact ORM within 45 calendar days of the date of the alleged discrimination by calling 1-888-566-3982. For additional information, please visit our website at http://www.va.gov/ORM/HPP.asp.