

Department of Veterans Affairs
Equal Employment Opportunity data Posted Pursuant to the No FEAR Act:
Internal Complaint Activity
Veterans Benefits Administration

| 29 CFR §1614.704(a) - (c) | 29 CFR §1614.705 Comparative Data | | | | | 2016 |
|--|-----------------------------------|------|------|------|------|------|
| Complaint Activity | Previous Fiscal Year Data | | | | | |
| | 2011 | 2012 | 2013 | 2014 | 2015 | |
| Number of Complaints Filed in FY 1614.704(a) | 181 | 155 | 137 | 171 | 144 | 55 |
| Number of Complainants 1614.704(b) | 167 | 148 | 130 | 161 | 134 | 54 |
| Repeat Filers 1614.704(c) | 16 | 10 | 7 | 10 | 10 | 1 |

| 29 CFR §1614.704(d) | 29 CFR §1614.705 Comparative Data | | | | | 2016 |
|---------------------|-----------------------------------|------|------|------|------|------|
| Complaints by Basis | Previous Fiscal Year Data | | | | | |
| | 2011 | 2012 | 2013 | 2014 | 2015 | |
| Race | 71 | 57 | 43 | 56 | 47 | 19 |
| Color | 7 | 2 | 5 | 5 | 6 | 1 |
| Religion | 5 | 2 | 3 | 3 | 1 | 3 |
| Reprisal | 53 | 60 | 47 | 74 | 74 | 18 |
| Sex | 57 | 36 | 34 | 50 | 37 | 15 |
| National Origin | 9 | 5 | 9 | 10 | 5 | 2 |
| Equal Pay Act | 0 | 0 | 0 | 0 | 0 | 0 |
| Age | 61 | 43 | 29 | 44 | 46 | 12 |
| Disability | 75 | 71 | 72 | 98 | 69 | 29 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-EEO | | | | | | |

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| 29 CFR §1614.704(e) Complaints by Issue | 29 CFR §1614.705 Comparative Data | | | | | 2016 |
|--|-----------------------------------|-----------|-----------|-----------|-----------|-----------|
| | Previous Fiscal Year Data | | | | | |
| | 2011 | 2012 | 2013 | 2014 | 2015 | |
| Appointment/Hire | 6 | 2 | 7 | 3 | 4 | 0 |
| Assignment of Duties | 10 | 4 | 9 | 11 | 11 | 7 |
| Awards | 5 | 1 | 2 | 0 | 1 | 0 |
| Conversion to Full-time | 0 | 0 | 0 | 0 | 0 | 0 |
| Disciplinary Action | 30 | 20 | 26 | 30 | 29 | 5 |
| Demotion | 3 | 2 | 2 | 1 | 0 | 0 |
| Reprimand | 8 | 2 | 5 | 5 | 8 | 0 |
| Suspension | 5 | 1 | 10 | 8 | 8 | 3 |
| Removal | 5 | 5 | 3 | 2 | 1 | 0 |
| Other | 9 | 10 | 6 | 14 | 12 | 2 |
| Duty Hours | 0 | 4 | 1 | 1 | 2 | 1 |
| Evaluation Appraisal | 8 | 8 | 6 | 6 | 8 | 4 |
| Examination/Test | 0 | 0 | 0 | 0 | 0 | 0 |
| Harassment | 83 | 73 | 62 | 88 | 73 | 27 |
| Non-Sexual | 78 | 66 | 59 | 80 | 67 | 26 |
| Sexual | 5 | 7 | 3 | 8 | 6 | 1 |
| Medical Examination | 0 | 0 | 0 | 0 | 0 | 0 |
| Pay (Including Overtime) | 2 | 7 | 7 | 1 | 2 | 2 |
| Promotion/Non-Selection | 45 | 39 | 22 | 38 | 37 | 14 |
| Reassignment | 2 | 3 | 3 | 6 | 5 | 2 |
| Denied | | | | 2 | 3 | 1 |
| Directed | | | | 4 | 2 | 1 |
| Reasonable Accommodation | 29 | 24 | 37 | 53 | 34 | 15 |
| Reinstatement | 0 | 0 | 0 | 0 | 0 | 0 |
| Retirement | 2 | 2 | 0 | 5 | 2 | 0 |
| Termination | 21 | 12 | 9 | 16 | 6 | 2 |
| Terms/Conditions of Employment | 1 | 3 | 4 | 5 | 0 | 2 |
| Time and Attendance | 11 | 9 | 11 | 19 | 11 | 4 |
| Training | 6 | 8 | 3 | 4 | 5 | 0 |
| Other | 29 | 19 | 22 | 30 | 16 | 9 |

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| Processing Time "...post the average length of time it takes to complete each step of the process for every complaint that is pending during any time of the then fiscal year..." | | 29 CFR §1614.704(f) | | | | | | | | | | Num. | Ave. Days |
|---|----------|---------------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|
| | | Previous Fiscal Year Data | | | | | | | | | | | |
| | | Num. | Ave. Days | Num. | Ave. Days | Num. | Ave. Days | Num. | Ave. Days | Num. | Ave. Days | 2016 | |
| | | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | | | |
| All complaints pending in Investigative Stage | 1614.704 | 42 | 111 | 44 | 127.0 | 54 | 171.9 | 51 | 130.2 | 48 | 132.6 | 57 | 138.2 |
| All complaints pending in Final Agency Action Stage | (f) (1) | 26 | 555 | 28 | 521.9 | 16 | 599.6 | 28 | 441.0 | 15 | 871.4 | 15 | 939.3 |
| All complaints pending in which Hearing was not requested | 1614.704 | 23 | 496 | 26 | 508.0 | 13 | 466.4 | 28 | 441.0 | 13 | 866.7 | 14 | 919.4 |
| Time in Investigation Stage | (f) (2) | 23 | 182 | 26 | 168.7 | 13 | 199.3 | 28 | 196.5 | 13 | 221.9 | 14 | 208.6 |
| Time to issue Final Agency Action | | 26 | *122 | 35 | *187 | 37 | 145 | 29 | 140 | 34 | 136 | 5 | 88 |
| All complaints pending in which a Hearing was requested | 1614.704 | 103 | 561 | 111 | 596.6 | 96 | 731.2 | 132 | 661.1 | 171 | 779.6 | 168 | 803.7 |
| Time in Investigation Stage | (f) (3) | 103 | 184 | 111 | 179.0 | 96 | 197.3 | 132 | 205.7 | 171 | 209.3 | 168 | 213.4 |
| Time to issue Final Agency Action | | 27 | 11 | 15 | 19 | 20 | 15 | 24 | 15 | 16 | 11 | 5 | 8 |

| 29 CFR §1614.704(g) | 29 CFR §1614.705 Comparative Data | | | | | 2016 |
|--|-----------------------------------|------|------|------|------|------|
| Complaints Dismissed by Agency Pursuant to 1614.107(a) | Previous Fiscal Year Data | | | | | |
| | 2011 | 2012 | 2013 | 2014 | 2015 | |
| Total Complaints Dismissed by Agency | 37 | 24 | 26 | 24 | 18 | 11 |
| Average days pending prior to dismissal | 51.14 | 60.8 | 49.9 | 58.9 | 42.1 | 52.7 |

| 29 CFR §1614.704(h) | 29 CFR §1614.705 Comparative Data | | | | | 2016 |
|--|-----------------------------------|------|------|------|------|------|
| Complaints Withdrawn by Complainants (h) | Previous Fiscal Year Data | | | | | |
| | 2011 | 2012 | 2013 | 2014 | 2015 | |
| Total Complaints Withdrawn by Complainants | 18 | 15 | 1 | 11 | 7 | 6 |

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| 29 CFR §1614.704(k) Findings of Discrimination Rendered by Issue | 29 CFR §1614.705 Comparative Data | | | | | | | | | | 2016 | |
|---|-----------------------------------|------|------|------|------|------|------|------|------|------|------|------|
| | Previous Fiscal Year Data | | | | | | | | | | | |
| | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | | | |
| | # | % | # | % | # | % | # | % | # | % | # | % |
| Total Number Findings 704(k)(1) | 1 | 100% | 5 | 100% | 3 | 100% | 2 | 100% | 3 | 100% | 2 | 100% |
| Appointment/Hire | | | | | | | | | | | | |
| Assignment of Duties | | | | | | | | | | | | |
| Awards | | | | | | | | | | | | |
| Conversion to Full-time | | | | | | | | | | | | |
| Disciplinary Action | | | | | | | | | | | | |
| Demotion | | | | | | | | | | | | |
| Reprimand | | | | | | | | | | | | |
| Suspension | | | | | | | | | | | | |
| Removal | | | | | | | | | | | | |
| Other | | | | | | | | | | | | |
| Duty Hours | | | | | | | | | | | | |
| Evaluation Appraisal | | | | | | | | | 1 | 33% | | |
| Examination/Test | | | | | | | | | | | | |
| Harassment | | | | | 2 | 67% | | | 1 | 33% | | |
| Non-Sexual | | | 1 | 20% | 2 | 67% | | | 1 | 33% | | |
| Sexual | | | | | | | | | | | | |
| Medical Examination | | | | | | | | | | | | |
| Pay (Including Overtime) | | | | | | | | | | | | |
| Promotion/Non-Selection | 1 | 100% | 1 | 20% | | | 1 | 50% | | | 1 | 50% |
| Reassignment | | | | | | | | | | | | |
| Denied | | | | | | | | | | | | |
| Directed | | | | | | | | | | | | |
| Reasonable Accommodation | | | 3 | 60% | | | 1 | 50% | 2 | 67% | 1 | 50% |
| Reinstatement | | | | | | | | | | | | |
| Retirement | | | | | | | | | | | | |
| Termination | | | | | 2 | 67% | | | | | | |
| Terms/Conditions of Employment | | | | | | | | | | | | |
| Time and Attendance | | | | | | | | | | | | |
| Training | | | | | | | | | | | | |
| Other | | | 1 | 20% | | | | | 1 | 33% | | |

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| 29 CFR §1614.704(k) Findings of Discrimination Rendered by Issue | 29 CFR §1614.705 Comparative Data | | | | | | | | | | 2016 | |
|---|-----------------------------------|------|------|------|------|------|------|------|------|------|------|------|
| | Previous Fiscal Year Data | | | | | | | | | | | |
| | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | | # | % |
| | # | % | # | % | # | % | # | % | # | % | | |
| Total Number Findings 704(k)(1) | 1 | 100% | | | 3 | 100% | 2 | 100% | 3 | 100% | 2 | 100% |
| Findings After Hearing 704(k)(3) | 1 | 100% | | | 1 | 33% | 1 | 50% | 2 | 100% | 1 | 100% |
| Appointment/Hire | | | | | | | | | | | | |
| Assignment of Duties | | | | | | | | | | | | |
| Awards | | | | | | | | | | | | |
| Conversion to Full-time | | | | | | | | | | | | |
| Disciplinary Action | | | | | | | | | | | | |
| Demotion | | | | | | | | | | | | |
| Reprimand | | | | | | | | | | | | |
| Suspension | | | | | | | | | | | | |
| Removal | | | | | | | | | | | | |
| Other | | | | | | | | | | | | |
| Duty Hours | | | | | | | | | | | | |
| Evaluation Appraisal | | | | | | | | | 1 | 50% | | |
| Examination/Test | | | | | | | | | | | | |
| Harassment | | | | | | | | | 1 | 50% | | |
| Non-Sexual | | | 1 | 100% | | | | | 1 | 50% | | |
| Sexual | | | | | | | | | | | | |
| Medical Examination | | | | | | | | | | | | |
| Pay (Including Overtime) | | | | | | | | | | | | |
| Promotion/Non-Selection | 1 | 100% | 1 | 100% | | | 1 | 100% | | | 1 | 100% |
| Reassignment | | | | | | | | | | | | |
| Denied | | | | | | | | | | | | |
| Directed | | | | | | | | | | | | |
| Reasonable Accommodation | | | 1 | 33% | | | | | 1 | 50% | | |
| Reinstatement | | | | | | | | | | | | |
| Retirement | | | | | | | | | | | | |
| Termination | | | | | 1 | 100% | | | | | | |
| Terms/Conditions of Employment | | | | | | | | | | | | |
| Time and Attendance | | | | | | | | | | | | |
| Training | | | | | | | | | | | | |
| Other | | | | | | | | | 1 | 50% | | |

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| 29 CFR §1614.704(l) | 29 CFR §1614.705 Comparative Data | | | | | 2016 |
|---|-----------------------------------|------|------|------|------|------|
| Complaints Pending From Previous Fiscal Years by Status | Previous Fiscal Year Data | | | | | |
| | 2011 | 2012 | 2013 | 2014 | 2015 | |
| Total complaints from previous Fiscal Years 704(l)(1) | 88 | 103 | 96 | 109 | 187 | 271 |
| Total Complainants 704(l)(2) | 79 | 95 | 90 | 103 | 167 | 235 |
| Number complaints pending: 704(l)(3) | | | | | | |
| Investigation | 0 | 0 | 1 | 1 | 0 | 35 |
| ROI issued, pending Complainant's action | 1 | 0 | 0 | 0 | 3 | 23 |
| Hearing | 67 | 81 | 79 | 91 | 145 | 168 |
| Final Agency Action | 14 | 16 | 10 | 12 | 12 | 15 |
| Appeal with EEOC Office of Federal Operations | 6 | 6 | 6 | 5 | 27 | 30 |
| *Do not track | | | | | | |

| 29 CFR §1614.704(m) | 29 CFR §1614.705 Comparative Data | | | | | 2016 |
|--|-----------------------------------|------|------|------|------|------|
| Complaint Investigations | Previous Fiscal Year Data | | | | | |
| | 2011 | 2012 | 2013 | 2014 | 2015 | |
| Number Pending Completion of Investigation | 42 | 44 | 54 | 61 | 48 | 57 |
| Pending Investigations Over Required Time Frames | 0 | 1 | 14 | 1 | 5 | 9 |