

SOLUTIONS

quick and accurate information

The Department of Veterans Affairs (VA) is undergoing a transformation. In support of this transformation, the Office of Resolution Management (ORM) is activating the Resolution Support Center (RSC), a new way to obtain quick, accurate response in answer to questions often faced by employees in the workplace.*

What is the Resolution Support Center?

The Resolution Support Center is a call center that provides valuable information to both managers and staff who are facing difficult issues in the work environment that could lead to workplace disputes and Equal Employment Opportunity (EEO) complaints. RSC staff resolves the issue or refers employees to resources that can help them obtain the information they seek. Important aspects of RSC's operation is its independence from facility management and its neutrality in issues facing employees.

RSC can assist employees with different issues that may arise during the course of their employment including:

- EEO complaint processes and procedures
- Administrative grievance processes
- VA policies and procedures
- Federal and VA regulations

RSC will not advise employees, rather it will point them in the right direction.

Examples of questions RSC can help employees answer include:

- Where can I find a reasonable accommodation policy?
- My manager has placed me on leave restriction, but I do not know what policy s/he's relying on. Can you help me find it?
- Where can I report gross misconduct by a VA employee who is wasting federal money?
- What is VA's telework policy?

While we will not have all the answers, we will work to get you the answers or assistance you need.

How does contact with the RSC affect statutory or administrative processes?

Contact with the RSC does not trigger any statutory or negotiated resolution processes, such as EEO complaints, Merit Systems Protection Board adverse action appeals, or administrative or negotiated grievance procedures. Contact with RSC will not stop pending adverse actions.

Who can contact RSC?

Supervisors/Managers, non bargaining unit employees and bargaining unit employees (except NFFE) can utilize the services of RSC at this time.

RSC can be reached toll free at [1-888-56-NEW VA \(1-888-566-3982\)](tel:1-888-56-NEW VA).



RESOLUTION SUPPORT CENTER