

# EQUAL EMPLOYMENT OPPORTUNITY (EEO) INFORMAL COMPLAINT PROCESS



## Step 1

Call the Office of Resolution Management Diversity and Inclusion (ORMDI) at 1-888-566-3982 to initiate the Informal EEO complaint process. Hearing impaired individuals may call the TDD line at 1-888-626-9008 (TDD). During this call you are asked to provide ORMDI with contact information; *e.g.*, mailing address, phone number, email address and a brief description of your issue(s). ORMDI will use the contact information you provide to reach you during the processing of your complaint.

*Note: Data on all calls received is reviewed daily by ORMDI to ensure information is being received and transmitted accurately and timely.*



## Step 2

You will receive confirmation that your call was received along with a copy of a Notice of Rights and Responsibilities and other information for you to review. An EEO counselor will contact you to conduct an initial interview and discuss the documentation. Documentation is sent to you via the contact information provided in Step 1.



## Step 3

Please do not submit evidence to support your claim. Once you are assigned a counselor he/she will request the documentation that is needed pertaining to your EEO complaint. Equal Employment Opportunity Commission (EEOC) regulations require your cooperation during the process. Failure to do so may result in administrative closure of your complaint.



## Step 4

Counselor schedules and conducts initial interview with caller and an election of traditional counseling or alternative dispute resolution (ADR)/mediation is made. If traditional counseling is selected, the Counselor will work with you to resolve your complaint at the lowest level possible. If ADR is elected, your case will be forwarded to an ADR Specialist who will schedule mediation.



## Step 5

EEO Informal Complaint Process ends no more than 30 calendar days if traditional counseling is elected and 90 calendar days if ADR is elected from the date the caller contacted ORMDI to initiate the EEO complaint. Informal EEO complaints may be closed with settlement or withdrawal or Notice of Right to File Formal issued to start the Formal EEO process.