

RESOLUTION SUPPORT CENTER

Are you having disputes or disagreements with your boss or co-workers? Need answers to questions about workplace issues or policies? Are you a Veteran with concerns about your healthcare and benefits? If so, call **VA's Resolution Support Center**. This call center, run by the Office of Resolution Management, has specialists standing by to help VA employees or managers discuss work-related issues and questions...find the right resources and experts...and figure out the best way to proceed.

Phone: **1-888-566-3982**

Hours: **8 a.m. – 4:30 p.m. (all time zones)**

Website: www.va.gov/orm/rsc.asp

Department of Veterans Affairs Office of Resolution Management Resolution Support Center (RSC)

810 Vermont Ave, NW (08)
Washington, DC 20420



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**The Resolution Support Center is
independent from facility management
and
neutral on issues facing employees**

VA



U.S. Department
of Veterans Affairs



Office of Resolution
Management (ORM)

THE RESOLUTION SUPPORT CENTER

1-888-566-3982

Where You Can Go

for questions on

- WORKPLACE DISPUTES
- POLICIES and PROCEDURES
- FEDERAL REGULATIONS

OFFICE OF HUMAN RESOURCES & ADMINISTRATION

ADVANCE
TRANSFORMING POTENTIAL INTO PERFORMANCE

What is the Resolution Support Center (RSC)?

The RSC is a call center that serves as a resource for VA managers and employees to raise questions about and explore ways to address work-related issues. RSC is also responsible for the Office of Resolution Management's (ORM) External Complaints Program which includes receiving and referring verbal and written complaints from Veterans and other individuals who believe they have been discriminated against on the basis of race, color, national origin (limited English proficiency), age, sex, disability, or reprisal in VA's Federally-conducted or Federally-assisted programs.

How can the RSC help me?

RSC specialists can help you talk through a situation and discuss how mediation or facilitation could be used to resolve your issue. With your permission, the RSC can contact others able to assist in resolving the issue, such as EEO/ADR program managers, union officials, human resources specialists, management officials, etc.

What issues can RSC specialists address?

RSC specialists are trained to assist callers in the following areas:

- Alternative dispute resolution (ADR) processes, including mediation, facilitation, and conflict coaching;
- Reasonable accommodation, sexual harassment, hostile work environment, reprisal, equal employment opportunity (EEO) complaint processes and requirements;
- Human Resources and Administration's Transformation-21 Initiatives: ADVANCE, Wellness is Now (WIN), Worklife4U, VA Learning University;
- VA policies and procedures related to telework, the Family Medical Leave Act, performance management, etc.;
- Training, internships, and job opportunities;
- Information on Veterans on-line application;
- VA information on use of service animals;
- Information on travel benefits for Veterans;
- Information on Federally-funded learning institutions;
- Information regarding CHAMPUS (Civilian Health and Medical Program of the Uniformed Services);

When I call the RSC, what can I expect?

You can expect to have someone listen to your concerns neutrally and confidentially. The RSC specialist will ask you questions about your situation and help you figure out the best way to proceed by offering information and resources. The RSC specialist can point you to other resources and experts for assistance.

What happens if the RSC specialist cannot answer my questions?

For unanswered questions or unresolved issues, the RSC will engage the services of the appropriate subject matter expert. An employee may also pursue the issue through various avenues available such as the Office of Special Counsel, Merit Systems Protection Board, ORM, Department of Labor, Office of Personnel Management, the negotiated and administrative grievance procedures, ADR, and the Employee Assistance Program. The range of options is varied and issue-driven.