

Office of Resolution Management, Diversity & Inclusion (ORMDI)

Equal Employment Opportunity (EEO) Complaint Processing

The Office of Resolution Management, Diversity, and Inclusion (ORMDI) promotes a healthy working environment through prevention, resolution, and processing of workplace disputes, including complaints of discrimination within the Department of Veterans Affairs (VA). ORMDI ensures that managers and staff are educated on the elements of a healthy working environment. ORM has resolution experts who promote and deliver alternative dispute resolution (ADR) techniques for all workplace disputes, including alleged equal employment opportunity (EEO) discrimination. In cases where resolution cannot be reached informally, ORM processes complaints of EEO discrimination in a timely and proficient manner. The complaint process includes confidential counseling, mediation, and investigation. For more information on the EEO process please go to <http://www.va.gov/ormdi> . You may also contact your local EEO representative Toshia.Walters@va.gov