

## **What is the Office of Resolution Management?**

The Office of Resolution Management (ORM) is the sole organization within the Department of Veterans Affairs (VA) responsible for providing Equal Employment Opportunity (EEO) complaint processing services. The complaint process includes confidential counseling, mediation, and investigation.

Under the leadership of the Deputy Assistant Secretary for Resolution Management, ORM accomplishes these responsibilities through a nationwide network of field offices and satellite offices.

## **Who Can Initiate the Discrimination Complaint Process?**

An employee, former employee, or applicant for employment, who believes discrimination occurred on the bases of race, color, religion, sex, national origin, age (over 40), disability, or reprisal for prior EEO activities, may initiate the complaint process.

## **What are the Stages of the Discrimination Complaint Process?**

The discrimination complaint process consists of two phases: the informal stage, which consists of EEO counseling and the formal stage, which includes investigation, if the complaint is not dismissed.

### **Informal Stage**

You must initiate contact with an EEO counselor within 45 days of the date of the alleged act of discrimination by calling 1-888-737-3361 (1-888-RES-EEO1) or visiting your local ORM Field Office.

## **What Will Happen During the Informal Process?**

The goal of EEO counseling is to resolve disputes at the earliest possible level. The

EEO counselor will advise you that you may either pursue resolution through the traditional EEO counseling process or through your facility's Alternative Dispute Resolution (ADR) program (if the issue is appropriate for ADR).

## **What If I Pursue My Dispute Through Traditional EEO Counseling?**

The EEO counselor will make inquiries to facilitate resolution between the parties. The EEO counselor is required to complete counseling within 30 calendar days of your initial contact. After completing counseling, the EEO counselor will issue you a *Notice of Right to File a Discrimination Complaint*.

## **What If I Elect ADR?**

The informal stage may be extended up to 90 calendar days. If resolution is not reached within that period or ADR continues beyond that period, the EEO counselor will issue you a *Notice of Right to File a Discrimination Complaint*.

***ORM strongly encourages the parties to look for common ground and seek resolution at the earliest stage.***

### **Formal Complaint Stage**

If the informal stage does not result in the resolution of your dispute, you may file a formal complaint, in writing, preferably on VA Form 4939, and submit it to your local ORM Field Office. You must submit it within 15 calendar days of your receipt of the *Notice of Right to File a Discrimination Complaint*.

## **What Happens When ORM Receives My Complaint?**

The ORM Field Office will review it to determine if it meets the Equal Employment Opportunity Commission's (EEOC) requirements for acceptance and further processing.

## **What Happens If My Complaint Is Accepted for Processing?**

An EEO investigator will be assigned to your case. The investigator will take statements from witnesses under oath and gather documents and records. The investigator will prepare a report summarizing the evidence gathered.

You will be provided a copy of the investigative file and advised of your right to request either an EEOC hearing or a Final Agency Decision (FAD).

## **Who Will Issue the Final Agency Decision?**

The Office of Employment Discrimination Complaint Adjudication (OEDCA) issues FADs on the merits of discrimination complaints. OEDCA also takes final action on complaints that have been decided by EEOC Administrative Judges.

## **What if I need to add issues to my initial complaint?**

Contact the ORM office processing your complaint prior to the conclusion of the investigation regarding the amendment process and its requirements.

## **What happens if ORM does not accept my complaint for processing?**

You will be advised of your right to appeal the decision to EEOC.

**What should I do if I believe the facility has not complied with the terms of my settlement agreement?**

If your EEO complaint was resolved by a settlement agreement, and you believe the facility failed to comply with the terms of the agreement, you must notify the Deputy Assistant Secretary for Resolution Management, in writing, within 30 days of the alleged breach. Mail it to ORM (08), 810 Vermont Avenue, NW, Washington, DC 20420.

**Visit One of Our Field Offices**

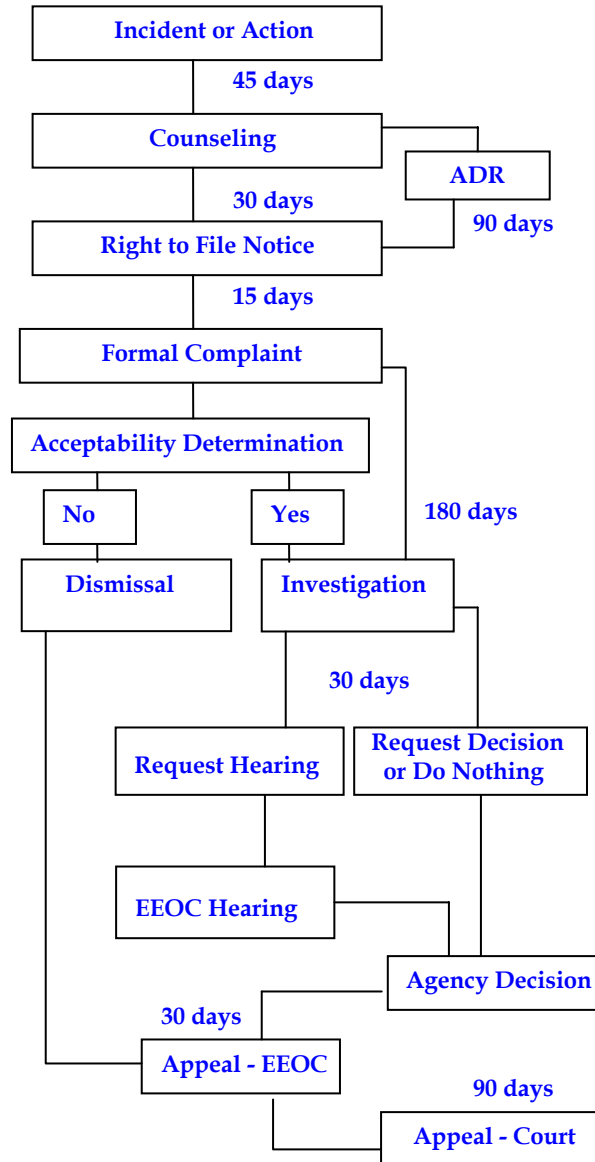
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To reach your servicing Field Office call:  
**1-888-737-3361**  
**(1-888-RES-EEO1)**

For the Hearing Impaired  
**1-888-626-9008- TDD**

Visit our Website:  
<http://vaww.va.gov/orm>

**EEO Discrimination Complaint Process**



**Department of Veterans Affairs**



**Office of Resolution Management**



**EEO Discrimination Complaint Process**

*Honoring and serving our Nation's veterans by promoting an environment that is free of discrimination*

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