



DEPARTMENT OF VETERANS AFFAIRS OFFICE OF RESOLUTION MANAGEMENT (ORM)



ORM's FIELD OFFICES

BAY PINES, FL OFFICE(727) 319-1193
CLEVELAND, OH OFFICE(440) 717-2852
HOUSTON, TX OFFICE(713) 794-7756

LITTLE ROCK, AR OFFICE (501) 257-1581
LYONS, NJ OFFICE (908) 604-5349
VANCOUVER, WA OFFICE (360) 759-1610

WASHINGTON, DC OFFICE.....(202) 501-2760

TOLL FREE LINE 1-888-737-3361

TDD 1-888-626-9008

MISSION

To provide timely and high quality complaint processing, while fostering a discrimination-free work environment through, education, training, prevention, and early resolution.

VISION

- Best in government
- Timely and confidential processing
- Remain sensitive and compassionate
- Seek customers' trust

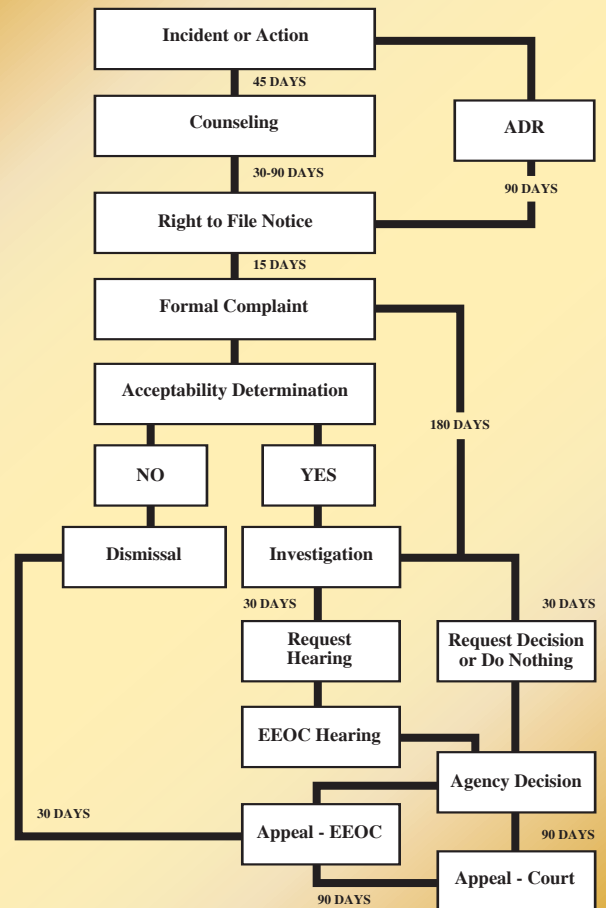
PHILOSOPHY

- Listen
- Be impartial
- Fair processing
- Respect privacy
- Keep informed
- Be flexible
- Easy regulations
- Treat with dignity

EEO ORGANIZATIONAL STRUCTURE



EEO DISCRIMINATION COMPLAINT PROCESS



EEO DISCRIMINATION COMPLAINT PROCESS

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

Informal Stage: EEO Counseling

If you believe that you have been discriminated against, **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.

An EEO counselor will advise you that you may 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).

If the EEO complaint process is elected, 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, and upon completion, you will be issued a *Notice of Right to File a Discrimination Complaint*.

If you 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 90 days, 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 Stage: Filing a Formal Complaint

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.**

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

If your complaint is accepted for processing, it will be assigned to an EEO investigator who will take statements from witnesses under oath and gather records and documents. 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) by VA's Office of Employment Discrimination Complaint Adjudication (OEDCA).

The FAD will include your right to appeal it to EEOC. EEOC's appellate decision is final and binding on both parties.