

**Financial Management Service Internal Complaint Activity  
Equal Employment Opportunity Data Posted  
Pursuant to the No FEAR Act**

**Data as of October 1, 2003 - End of Third Quarter Fiscal Year 2004**

**Note:** 2002 figures reflect Homeland Security divestiture period.

N/A represents data not captured at time posting or not collected in manner required, development is in progress.

COMPLAINT ACTIVITY	FY2004 END OF 3rd QTR	COMPARATIVE DATA				
		PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Number of Complaints Filed in FY 1614.704(a)	11	15	16	8	18	25
Number of Complainants 1614.704(b)	N/A	N/A	N/A	N/A	N/A	N/A
Repeat Filers 1614.704(c)	N/A	N/A	N/A	N/A	N/A	N/A

29 CFR §1614.704(d)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINTS BY BASIS	FY2004 END OF 3rd QTR	PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Race	7	8	19	3	14	17
Color	0	0	0	0	0	0
Religion	0	0	0	1	0	5
National Origin	0	3	1	0	2	9
Sex (including complaints filed under Equal Pay Act)	10	21	20	3	12	17
Disability	4	1	10	7	8	13
Age	7	9	13	2	10	13
Reprisal	10	23	6	4	16	16
Non-EEO	0	0	0	0	0	0
Note: Data not collected by Color - Color included in basis "Race"						

29 CFR §1614.704(e)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINTS BY ISSUE	FY2004 END OF 3rd QTR	PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Appointment/Hire	0	0	0	0	0	3
Assignment of Duties	3	11	14	2	3	5
Awards	0	0	0	0	1	0
Conversion to Full-time	0	0	0	0	0	0
Disciplinary Action						
Demotion	0	0	0	0	0	0
Reprimand	0	3	0	0	0	0

Suspension	0	2	0	0	0	4
Removal	0	0	0	0	0	0
Other	0	0	0	0	0	0
Duty Hours	0	2	0	0	0	0
Evaluation Appraisal	8	13	9	1	6	11
Examination/Test	0	0	0	0	0	0
Harassment						
Non-Sexual	7	5	5	4	10	5
Sexual	0	1	2	0	0	1
Medical Examination	0	0	0	0	0	0
Pay (Including Overtime)	0	0	0	0	0	0
Promotion/Non-Selection	7	10	13	1	22	27
Reassignment						
Denied	0	0	0	0	0	4
Directed	0	6	4	2	0	2
Reasonable Accommodation	0	0	0	0	0	0
Reinstatement	0	0	0	0	0	0
Retirement	4	0	5	0	0	0
Termination	0	1	4	2	0	12
Terms/Conditions of Employment						
Time and Attendance	9	6	10	8	15	12
Training	0	4	1	0	3	1
Other	0	1	2	0	2	3
Other	0	0	0	0	0	0

<b>29 CFR §1614.704(f)</b>		
<b>Processing Time "...post the average length of time it takes to complete each step of the process for every complaint that is pending during any time of the then fiscal year..."</b>	<b>2004 END OF 3rd QTR</b>	
	<b>NUMBER</b>	<b>AVERAGE DAYS</b>
All complaints pending in Investigative Stage	4	125.67
All complaints pending in Final Agency Action	0	0.00
All complaints pending in which Hearing was not requested	0	0.00
Time in Investigation Stage	N/A	N/A
Time to issue Final Agency Action	N/A	N/A
All complaints pending in which a Hearing was requested	5	524.20
Time in Investigation Stage	N/A	N/A
Time to issue Final Agency Action	N/A	N/A

<b>29 CFR §1614.704(g)</b>		<b>29 CFR §1614.705 COMPARATIVE DATA</b>				
		<b>PREVIOUS FISCAL YEAR</b>				
<b>COMPLAINTS DISMISSED BY AGENCY PURSUANT TO 1614.107(a)</b>	<b>FY2004 END OF 3rd QTR</b>	<b>2003</b>	<b>2002</b>	<b>2001</b>	<b>2000</b>	<b>1999</b>







29 CFR §1614.704(k)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINTS PENDING FROM PREVIOUS FISCAL YEARS BY STATUS	2004 END OF 3rd QTR	PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Total complaints from previous Fiscal Years 704(k) (1)	18	N/A	N/A	N/A	N/A	N/A
Total Complainants 704(k) (2)	N/A	N/A	N/A	N/A	N/A	N/A
<b>Number complaints pending [as of 9/30]:</b> 704(k) (3)						
Investigation	4	N/A	N/A	N/A	N/A	N/A
ROI issued, pending Complainant's action	1	N/A	N/A	N/A	N/A	N/A
Hearing	5	N/A	N/A	N/A	N/A	N/A
Written notice	N/A	N/A	N/A	N/A	N/A	N/A
Final Agency Action	0	N/A	N/A	N/A	N/A	N/A

29 CFR §1614.704(l)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINT INVESTIGATIONS	2004 END OF 3rd QTR	PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Number Pending Completion of Investigation	4	N/A	N/A	N/A	N/A	N/A
Pending Investigations Beyond Authorized Time Frames	0	N/A	N/A	N/A	N/A	N/A

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