

UNITED STATES MINT

EQUAL EMPLOYMENT OPPORTUNITY COMPLAINT PROCESS

The United States Mint is an Equal Employment Opportunity (EEO) employer. If you are an employee, former employee or applicant for employment with the United States Mint and feel that you have been discriminated against, you have the right to file a complaint of discrimination with the United States Mint. Complaints are accepted on the following bases: race, color, national origin, sex, age, *sexual orientation*, religion, reprisal, *parental status*, and mental or physical disability, including protected genetic information.

Initiating a Complaint of Discrimination

If you believe that you have been subjected to unlawful discrimination, you **MUST contact the United States Mint's Equal Employment Office within 45 days of the alleged discriminatory activity; effective date of personnel action, if one involved; or when you first became aware of the event giving rise to the complaint.** The EEO complaint process provides individuals the opportunity to seek either a mutual resolution of the alleged discrimination or a decision by a third party on the validity of the claim of discrimination.

The Pre-complaint (Informal) Stage

In the pre-complaint (informal) stage, the aggrieved individual (complainant) makes an initial contact with an EEO Manager to initiate an EEO complaint and an EEO Counselor is then assigned to work with the complainant. The EEO counselor is impartial and must remain neutral. During the counseling phase, the counselor informs the individual of his/her right to remain anonymous during the pre-complaint stage and the right to representation throughout the entire complaint process. At the initial meeting with the EEO counselor, the complainant should provide as much information as possible such as the incident(s) or action(s) taken against him/her and the date(s), names and titles of the person(s) believed to have discriminated against him/her, resolution sought, and any other information relevant to the complaint. The EEO counselor will assist the complainant in clarifying and defining the issue(s) and basis(es) of their complaint. In accordance with MD-110 and 29 CFR 1614, the EEO counselor will offer the complainant the choice between traditional counseling and the Alternative Dispute Resolution (ADR) process for resolving the complaint. If the complainant elects traditional counseling, the EEO counselor will conduct a limited inquiry into the complainant's allegation(s) of discrimination and attempt an early resolution of the matter. The counseling process should not exceed 30 days; however, you may agree to extend counseling for up to an additional 60 days. If the complainant elects Alternative Dispute Resolution, he/she will be asked to complete and return the EEO ADR election form to the counselor immediately or as soon as possible from the date of the initial

contact. Additionally, the complainant must submit an ADR election request for mediation to the ADR Intake Coordinator. Upon receipt of the ADR election request for mediation, the ADR Intake Coordinator will set-up the mediation for a mutually agreed upon date and time. The mediator will meet with the complainant and respondent to facilitate discussion of the issues in dispute, options for resolution, and an actual written settlement agreement of the parties' choosing, if resolution is achieved. In accordance with MD-110 and 29 CFR 1614, the ADR process should be completed within 90 calendar days of the initial contact with the EEO Office.

The Formal Stage

If no resolution is achieved through the traditional counseling process or the ADR process, the counselor will provide you with a Notice of Right to File a Formal Discrimination. **The formal complaint MUST be filed within 15 days of receipt of the notice with the Treasury Regional Complaint Center, at the following address:**

**Treasury Complaint Center – Dallas
4050 Alpha Road, Stop 1010
Dallas, Texas 7544-4203**

The Treasury Complaint Center will make a determination to accept or reject the formal complaint. If the complaint is accepted for processing, they will assign an investigator to investigate the allegations. At the onset of the investigation, the Treasury Complaint Center will also offer mediation as a means to resolve the complaint. If mediation does not result in resolution, the investigation will continue. Upon completion of the investigation, you may choose to withdraw the formal complaint, request a final agency decision by the Department of the Treasury's Office of Equal Opportunity Program, or request a hearing before an Equal Employment Opportunity Commission Administrative Judge.

If you have questions or would like to seek counseling, please contact the EEO Staff at (202) 354-7260-5360 or TDD 1-202-354-7294.

**Complaints of discrimination based on sexual orientation and parental status, although not covered by the laws prohibiting discrimination, may be filed and will be handled by the United States Mint's EEO Office.*