

What is the Office of Resolution Management?

The Office of Resolution Management (ORM) is responsible for providing Equal Employment Opportunity (EEO) complaint processing services within the Department of Veterans Affairs (VA). 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 and satellite offices.

Who can initiate a discrimination complaint?

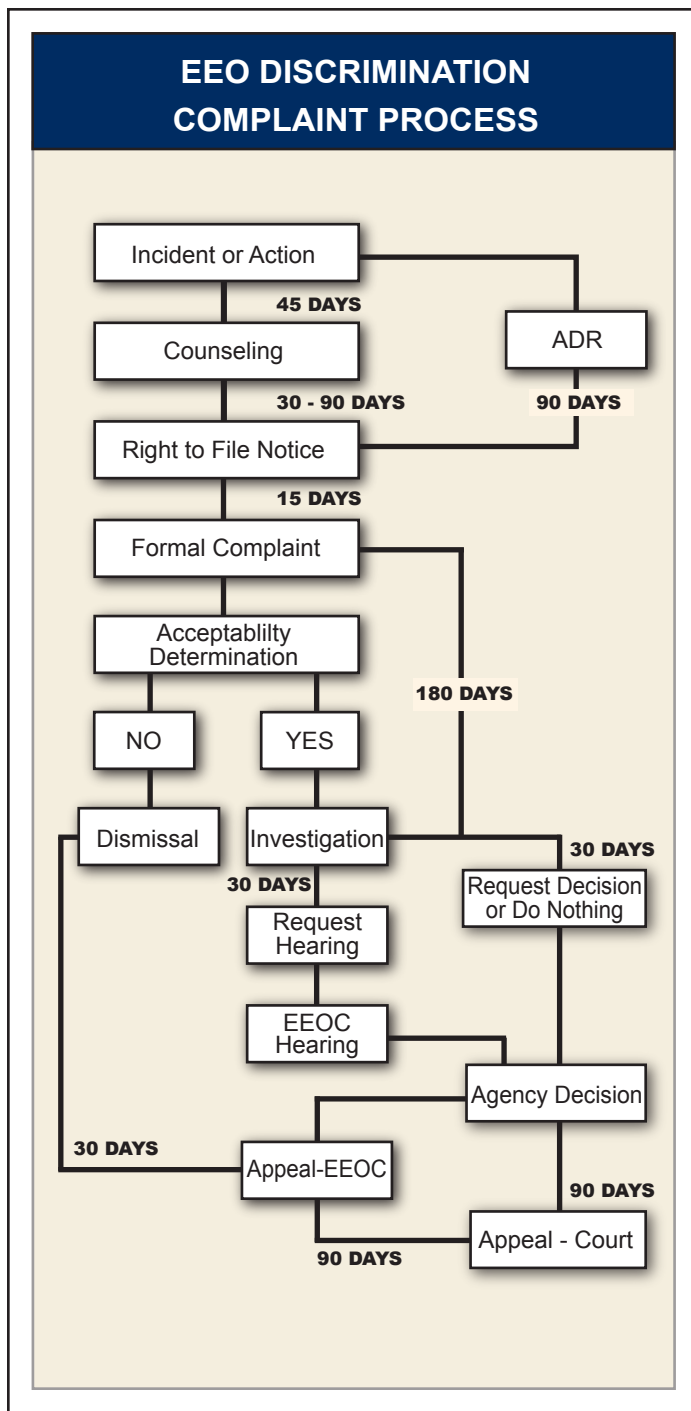
An employee, former employee, or applicant for employment, who believes discrimination occurred on the bases of race, color, religion, sex, national origin, age (40 and over), disability, or reprisal for prior EEO activities, may initiate a discrimination complaint.

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.

Informal Stage

You must initiate contact with an EEO counselor within **45 days** of the date of the alleged act of discrimination by calling **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 pursue resolution through either the traditional EEO counseling process or through your facility's Alternative Dispute Resolution (ADR) program (if the issue is appropriate for ADR). The counselor will encourage the use of ADR and explain the benefits of using it to resolve disputes.

What if I pursue my dispute through traditional EEO counseling?

The EEO counselor will make inquiries to facilitate resolution between the parties. Counseling must be completed 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 you elect ADR. If resolution is not reached within that period or ADR continues beyond that period, the EEO counselor will issue a Notice of Right to File a Discrimination Complaint.

ORM strongly encourages 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 your formal complaint within **15** calendar days of your receipt of the Notice of Right to File a Discrimination Complaint.

What happens when ORM receives my formal complaint?

Your complaint will be reviewed 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 receive a copy of the investigative file and be advised of your right to request either an EEOC hearing or a final agency decision (FAD) upon completion of the investigation.

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

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

Who will issue the final decision concerning my complaint?

VA's Office of Employment Discrimination Complaint Adjudication (OEDCA) issues FAD's 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?

You should contact ORM prior to the conclusion of the investigation to amend your complaint.

What should I do if I believe the terms of my EEO settlement agreement have not been honored?

You must notify the Deputy Assistant Secretary for Resolution Management, in writing, within 30 days of the alleged breach of the settlement. Send your notice to the Department of Veterans Affairs, Office of Resolution Management (08), 810 Vermont Avenue, NW, Washington, DC 20420.

ORM Field Offices

Central Plains Operations
Houston, TX

Great Lakes Operations
Cleveland, OH

Mid-Atlantic Operations
Washington, DC

Mid-South Operations
Little Rock, AR

Northeastern Operations
Lyons, NJ

Southeastern Operations
Bay Pines, FL

Western Operations
Los Angeles, CA

To Contact ORM call:
1-888-737-3361
(1-888-RES-EE01)

For the Hearing Impaired
1-888-626-9008 - TDD
Or visit our Website:
<http://www.va.gov/orm>



Department of
Veterans Affairs

OFFICE OF RESOLUTION MANAGEMENT



EEO DISCRIMINATION COMPLAINT PROCESS



Fairness – Integrity – Trust