

Office for Civil Rights and Civil Liberties



**Homeland
Security**

HEADQUARTERS EQUAL EMPLOYMENT OPPORTUNITY OFFICE INFORMATION PACKET

HOW TO FILE AN EEO COMPLAINT

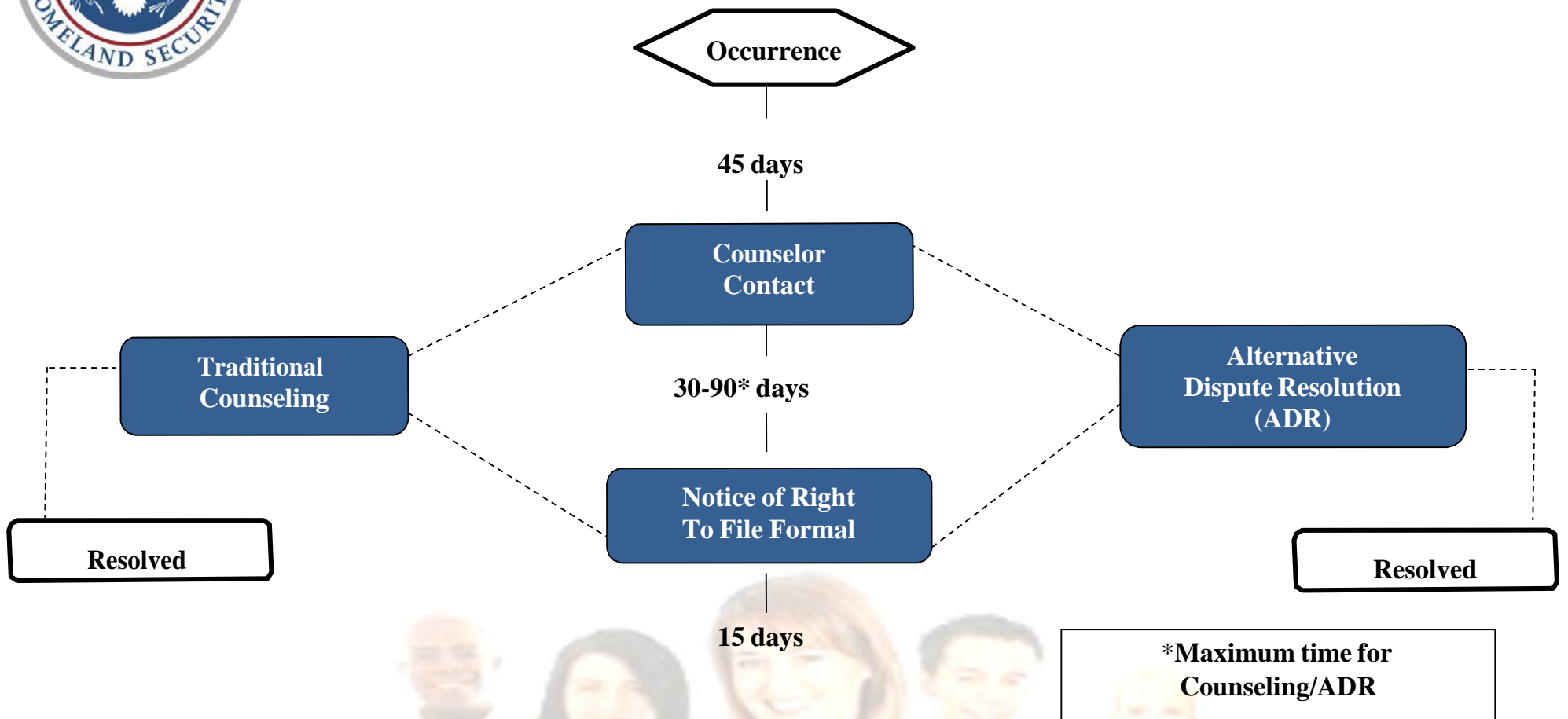
- The Department of Homeland Security (DHS) is an equal opportunity employer. If you are an employee or applicant for employment and feel that you have been discriminated against, you may have the right to file a complaint of discrimination with the Department.
- Complaints can be filed on the bases of: race, color, national origin, sex, age, religion, disability, protected genetic information, or reprisal. Complaints of discrimination based on sexual orientation or parental status, although not covered by the laws prohibiting discrimination, may be filed and will be handled under special Department procedures.
- If you believe that you have been subjected to unlawful discrimination, **you MUST contact an EEO counselor within 45 days of the alleged discriminatory activity** to preserve your rights. If you are not aware of whom the EEO counselors are, you should contact the DHS Headquarters EEO Office at hqeeo@hq.dhs.gov or (202) 357-7700.
- The role of the EEO counselor is to resolve disputes between aggrieved persons and management. The counselor is a neutral participant in this process, and is not an advocate for either side. The counselor will inquire into the facts and circumstances and attempt to find a resolution that is satisfactory to both parties.
- The counseling process should not exceed 30 days; however, you may agree to extend counseling for up to an additional 60 days. If no resolution is achieved during that time, the counselor will provide you with a Notice of Right to File a Discrimination Complaint. The formal complaint **MUST** be filed with the appropriate office within 15 days of receipt of that notice with the appropriate office. The address of the office to which you should send your formal complaint will be indicated on the Notice of Right to File, and a complaint form will be provided by the counselor.
- Once a formal complaint has been filed, an investigation may be conducted. Upon completion of the investigation, you may be entitled to:
 - a hearing before an Equal Employment Opportunity Commission administrative judge, or
 - a Final Agency Decision by the DHS Office for Civil Rights and Civil Liberties.

If you believe you have been discriminated against and wish to pursue the EEO process, you are entitled to seek EEO counseling and should contact the DHS Headquarters Office at hqeeo@hq.dhs.gov or 202-357-7700.

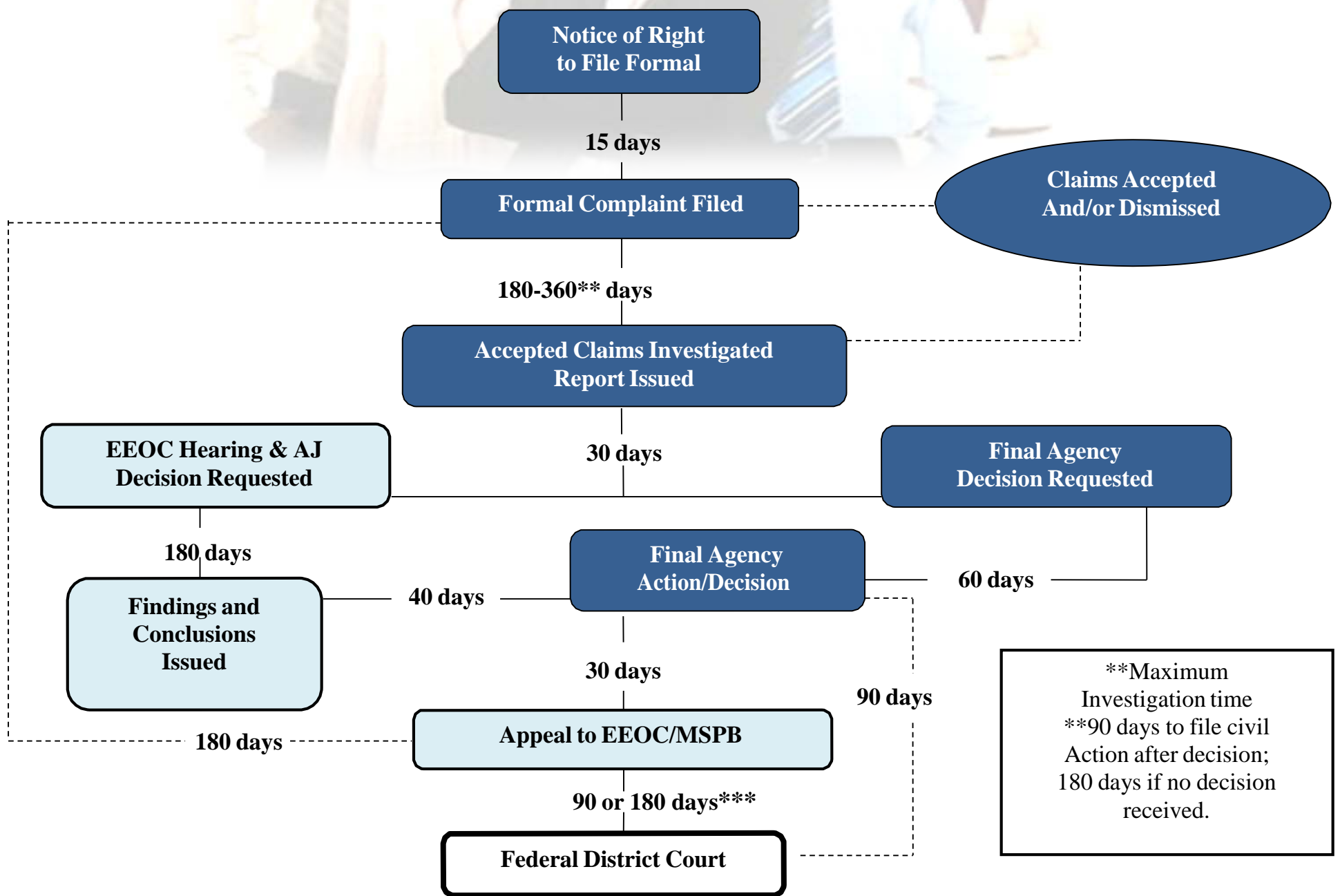


DHS Headquarters Equal Employment Opportunity (EEO)

Pre – Complaint Process



Federal Sector Complaint Process



Headquarters EEO Contacts:

**James Cooley, Acting Disability Program Manager
Informal and Formal (Acting) Complaints Manager**
james.cooley@hq.dhs.gov

Recardo Alexander, Complaints Manager/Federal Protective Service
recardo.alexander@hq.dhs.gov

REASONABLE ACCOMMODATIONS

What is a Reasonable Accommodation?

Reasonable Accommodation is any change in the work environment or in the way things are customarily done that would enable a qualified individual with a disability to enjoy equal employment opportunities.

Who should I contact to request a Reasonable Accommodation?

You (or someone on your behalf) may initiate a reasonable accommodation with your supervisor or by contacting either of the office below.

- For Non-IT Accommodations, such as sign language interpreters, adjustable workstations, flexible schedules, contact:

James Cooley, Acting Disability Program Manager

Email: james.cooley@hq.dhs.gov

Headquarters Equal Employment Opportunity

Email: hqeeo@hq.dhs.gov

Phone: 202-357-7700

Fax: 202-357-1188

- For Computer Access or ITR Accommodations, such as screen readers, video relay communication equipment, or alternative formats, contact:

Office of Accessible Systems and Technology (OAST)

Email: accessibility@hq.dhs.gov

Phone: 202-447-0440

TTY: 202-47-5857

Fax: 202-447-0582

Under the Rehabilitation Act, medical information obtained in connection with the reasonable accommodation process must be kept confidential.

HEADQUARTERS EEO CONTACTS

The DHS Headquarters EEO Office works to ensure all DHS Headquarters employees work in an environment that is free from any form of discrimination. If you believe you have been subjected to unlawful discrimination you may have the right to file an EEO complaint. For more information, please contact us.

Carl Lucas, Director
(202) 357-7817, carl.lucas@hq.dhs.gov

James Cooley, Acting Disability Program Manager
Informal and Formal (Acting) Complaints Manager
(202) 357-7814, james.cooley@hq.dhs.gov

Recardo Alexander, Complaints Manager/Federal Protective Service
(202) 357-7608, recardo.alexander@hq.dhs.gov

Website: www.dhs.gov/eo

E-Mail: hqeeo@hq.dhs.gov

Fax: 202-357-1188

Mailing address: 245 Murray Lane, SW, Bldg. 410, Mail Stop 0190, Washington, DC 20528