

## **Procedures During Informal Processing**

You must contact the EEO Counselor within 45 calendar days of the date of the incident that gave rise to your complaint or, if it is a personnel action, within 45 calendar days of its effective date.

The Counselor has 30 calendar days from the time you report your problem to attempt an informal resolution of the matter. The 30-day period for EEO counseling may be extended up to an additional 60 days if you agree in writing to such an extension.

If you agree to participate in the ADR Program, the pre-complaint processing period will be 90 days.

If, at the end of this time (including any extension), the problem is not resolved, you will be advised, in writing, of your right to file a formal complaint as specified in the "The Formal Complaint" section below.

You have the right to be represented at any stage of the process in presenting your complaint, including the counseling stage. As a general rule, you may select any person to represent you (although there are certain limitations in terms of conflict of interest and in terms of an award to attorney's fees).