



Court Services and Offender Supervision Agency for the District of Columbia

*Office of the Director
Office of Equal Employment Opportunity*

A GUIDE TO FILING A DISCRIMINATION COMPLAINT

WHO CAN FILE A COMPLAINT?

If you are a current employee of the Court Services and Offender Supervision Agency, a former employee, or an applicant for employment and you believe that you have been discriminated against in a personnel practice or in a term, condition, or privilege of your employment, you may file an EEO complaint. Federal law states that an employer cannot discriminate against any employee on the basis of race, color, religion, sex, age, national origin, disability, genetic information, or retaliation for protected prior EEO activity.

HOW DO I FILE A COMPLAINT?

First, you must contact an EEO Counselor through the CSOSA's Office of Equal Employment Opportunity (OEEO).

HOW SOON AFTER THE DISCRIMINATORY ACT DO I HAVE TO CONTACT A COUNSELOR?

You must contact the OEEO within **45 calendar days** of the alleged discriminatory act, or in the case of a personnel action, within **45 calendar days** of the effective date of the action.

HOW DO I CONTACT AN EEO COUNSELOR?

You can fill out and submit the OEEO intake form (which is located on the internet/intranet), email the OEEO at EEOComplaints@csosa.gov, call the OEEO at (202) 442-1680, or come by the OEEO located at 800 North Capitol Street NW Suite 745, Washington, DC 20002. The OEEO will put you in contact with an EEO Counselor.

MAY I BRING A REPRESENTATIVE?

You have the right to be accompanied, represented, and advised by a representative of your choice throughout the complaint process. However, the EEO Counselor and certain other agency employees cannot serve as your representative.

DO I HAVE TO DISCLOSE MY IDENTITY?

You may remain anonymous during the counseling process. If you file a formal complaint, however, your complaint is not confidential.

HOW LONG DOES THE INFORMAL PROCESS TAKE?

Informal counseling must be completed within **30 calendar days**, unless extended for not more than an additional 60 days.

WHAT HAPPENS DURING THE COUNSELING STAGE?

Your EEO Counselor will attempt to resolve your complaint by a limited fact-finding, gathering information and reviewing any documentation, if necessary. He or she may also interview management officials and any other witnesses.

DO I HAVE ANY OTHER ALTERNATIVES?

Yes. You may choose to have your concerns resolved through a process called Alternative Dispute Resolution (ADR). ADR utilizes mediation techniques as a means of discussing and resolving your complaint. If you choose ADR, then you will have **90 calendar days** to complete the process before having a final interview with the EEO Counselor. Your EEO Counselor can tell you more about the ADR program. If a covered employee, you may also be entitled to have your concerns addressed through the Agency collective bargaining agreement. *You may use either the negotiated grievance process or the EEO process, but not both.*

WHAT HAPPENS IF I AM DISSATISFIED WITH THE OUTCOME OF EEO COUNSELING OR ADR?

If your concern is not resolved, you may file a formal EEO complaint within **15 calendar days** of your receipt of the final interview notice from your EEO Counselor.

HOW AND WHERE DO I FILE A FORMAL COMPLAINT?

You may obtain a formal Discrimination Complaint form from your EEO Counselor, the Agency's intranet, or from the EEO Office. Complaints must be emailed, mailed, or delivered to:

Director, Office of Equal Employment Opportunity
Attention to: Kristena Jenkins
EEO Complaints Manager
800 North Capital Street NW, Suite 745
Washington, DC 20002
EEOComplaints@csosa.gov

WHAT HAPPENS AFTER I FILE THE FORMAL COMPLAINT?

If the allegations in your complaint are accepted, an independent investigation will occur within 180 days of your filing a complaint, unless extended for up to an additional 90 days upon agreement. You may then choose between receiving a final agency decision or requesting a hearing before the Equal Employment Opportunity Commission.