

# SBS EEO Complaint Process at a Glance

The City's EEO Policy protects applicants and employees from discrimination and harassment that is based on legally protected categories and protects them from retaliation for involvement in the EEO process. Below is an outline of the EEO complaint process. If you have any questions, please contact your agency's EEO officer.

1

## Contact Agency's EEO Officer

Complainant meets with EEO Office and describes their concerns.

### Referral:

Non-EEO issues will be reviewed by a manager, human resources, disciplinary office, or another unit.

**Complainant notified of acceptance** for investigation.

### Mediation:

A voluntary option for dispute resolution the EEO Officer may determine is appropriate to offer. If complainant and respondent agree, EEO officer refers to Office of Administrative Trials and Hearings (OATH). If no resolution, investigation will continue.

2

## Investigation

Witnesses are interviewed. Evidence is reviewed. Respondent is notified of allegations and interviewed.

**Complainant and respondent notified** of determination made by agency head.

3

## Determination

An allegation is **unsubstantiated** when there is insufficient evidence to establish the EEO policy was violated.

An allegation is **substantiated** when there is sufficient evidence to establish the EEO Policy was violated.

### REMEDIAL ACTIONS:

Employees may be counseled, given training, or disciplined in response to conduct that violates the EEO policy.

### Note: EEO Officer

keeps complainants apprised of their case status every 30 days.