

New York City Equal Employment Practices Commission

Recommended Documents: Complaints and Reasonable Accommodations Audit 2026

The audit requires agencies to collect documents demonstrating agency policy and implementation. For certain documents already available centrally, the agency will not need to provide them separately, as denoted below. Agencies may wish to collect their documents in advance of progressing through the survey; we recommend prioritizing the agency's EEO complaint and reasonable accommodation tracking systems/logs.

Complaints and Reasonable Accommodations Audit (CRA) PIQ 1: Policies, Practices, and Procedures

EEO Policy

- Agency's EEO Policy for FY24, FY25, FY26, if different from NYC citywide policy
 - And documentation of annual distribution or notification of policy
- Annual EEO Plan (FY24, FY25, FY26), signed by the Agency Head, if not already sent to DCAS/EEPC
 - Quarterly implementation reports, if not already sent to DCAS/EEPC
- EEO commitment/policy statement (signed and dated by Agency Head)
 - And documentation of agency's annual distribution or notification
- Reasonable accommodation policy and procedure for FY24, FY25, FY26, if different from NYC citywide policy
 - And documentation of annual distribution or notification
- EEO complaint tracking system/log (from CAD or agency's own system)
- Reasonable accommodation request tracking system/log (from CAD or agency's own system)
- Documentation showing how the agency informs...:
 - ... EEO complaint participants of their rights
 - ... personnel of their right to file an EEO complaint externally
 - ... nursing employees of their right to express breast milk in the workplace, as well as the locations and logistics of lactation accommodations at their place of work

Complaints and Reasonable Accommodations Audit (CRA) PIQ 2: Training, EEO Roles, and Reviews

Training Records

- Documentation of the entity's implementation (or status of implementation) of its EEO Training plan, if not using DCAS's NYCityLearn platform

Principal EEO Professional

- PEEOP's job description
- Organizational chart for any PEEOPs who did not report to agency head
- PEEOP training completion records for required courses and other EEO-relevant courses
- Annual notification to employees

Deputy EEO Officer

- List of all Deputy or Interim EEO professionals
- Training completion records for each Deputy EEO professional during audit period
- Training curriculum records for each course completed

Disability Rights Coordinator

- Documentation designating the Disability Rights Coordinator or ADA Coordinator
- Their job description
- Annual notification to employees

Career Counselor

- Annual notification to employees

Annual EEO Reviews

- Documentation showing agency conducted annual reviews of employment statistics and agency practices to identify barriers to EEO