

EEO & Fair Housing Unit

Complaint Process At-a-Glance

The following outlines a step by step process from when an employee first contacts our office, to referrals for non-EEO issues, to full investigation and actions taken.

1

Intake of Employee Issue

- Employee, applicant, former employee, or resident contacts ODEI with workplace issue or concern
- For matters not EEO related, referral is made to the appropriate NYCHA department .
- For matters that appear EEO related, an intake form is submitted and routed to a Senior Investigator for review

Non-EEO & Fair Housing issues are referred to the appropriate NYCHA department

2

Initial Assessment

- Senior investigator contacts employee to obtain additional information
- Makes initial assesment of whether the issue is EEO or fair housing related
- Complaint form provided for EEO investigation
- If upon review of additional information the matter is deemed not EEO related, referral is made to the appropriate NYCHA department

Conciliation or other mediation can also be provided at any point during these steps

3

Complaint & Investigation

- Complaint is filed
- Assigned investigator investigates matter
- Witness interviews, document review, are part of investigations

4

Determination

- At conclusion of investigation, a determination is made by the investigator in consultatin with the Vice President of ODEI
- Substantiated determinations means that it is more likely than not that the conduct or actions were based on a protected category or other EEO violations occurred
- Unsubstantiated determinations means that the conduct or actions were unlikely to be movitated by an EEO protected category or no findings of other EEO violations

5

Refferals and Recommendations

Depending on the determination, training or other referrrals will be made to the appproiate persons and departments

For substantiated determinations, a referral is made to the HR department for any warranted disciplinary proceedings as well as the VP of the employees work from