EEO Complaint Process at a Glance

The City of New York'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 questions, please contact your agency's EEO officer.

1

Contact Agency's EEO Officer
Complainant meets with the EEO Office to discuss their complaint.

EEO Office notifies complainant whether complaint is accepted for investigation.

Referral:
Non-EEO issues will be referred to a manager, human resources, disciplinary office, or another unit, as appropriate.

Mediation:
A voluntary option for dispute resolution that the EEO officer may determine is appropriate. If the parties agree, the EEO officer will refer the matter for mediation. If the parties are unable to resolve the matter, the EEO Office will continue the investigation.

2

Investigation
The EEO Office interviews the complainant, respondent, and any witnesses, and reviews the evidence. Absent extraordinary circumstances, the EEO Office shall conclude its investigation within 90 days and then will have 30 days to submit a investigative report to the agency head.

3

Determination
Within 30 days from receipt of the report, the agency head will review the findings and communicate a determination to the EEO Office.

An allegation that is **not supported by a preponderance of the evidence** means that, based on the evidence, it is not likely that there was a violation of the EEO Policy.

An allegation that is **supported by a preponderance of the evidence** means that, based on the evidence, it is more likely than not that there was a violation of the EEO Policy.

4

Closing Notices
EEO Office will send closing notices to the parties after the agency head has made a determination.

Remedial Action:
After the EEO process has concluded, the agency head may refer allegations to the Discipline Unit for appropriate action, if warranted.

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Citywide Administrative Services

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