

# NOTICE OF EQUAL EMPLOYMENT OPPORTUNITY (EO) COMPLAINTS PROCESS

Civilian (appropriated and nonappropriated) employees or applicants for employment who believe they have been discriminated against because of race, color, national origin, sex, religion, age, disability (physical/mental), or reprisal for prior EO complaint activity

should contact the EO (Discrimination Complaints) Office within 45 calendar days of the date the alleged discriminatory event occurred or the effective date of the alleged discriminatory personnel action.

## *Pre-Complaint Process*

- The aggrieved person contacts the EO Office at 623-856-7711 for information on the EO process, Alternative Dispute Resolution (ADR), and options available in resolving their concern. The EO counselor assigned to process informal complaints are either full-time EO counselors or permanent Luke employee volunteers trained and appointed by the Commander on a collateral-duty basis. ADR Mediators are volunteers that have been trained in ADR techniques. Neither the counselors nor the mediators are advocates for management or the complainant, but serve as an impartial third party.
- The counselor seeks resolution through informal fact-finding inquiries into the discrimination claim. The counselor's inquiry includes talking with individual(s) alleged to have discriminated and witnesses with possible knowledge of the complaint issues. The mediator seeks resolution through a formal mediation with the parties involved in the claim.
- If resolution is not obtained through counseling or ADR the employee receives the notice of right to file with his/her rights to filing a formal complaint.
- The EO Office does not make discrimination findings or decide whether or not complaints have merit.

## *Formal Complaint Process*

- Within 15 calendar days of receipt of the notice of right to file, a formal written complaint can be filed with 56 FW/EO.
- DoD Investigations and Resolutions Division (IRD) will investigate accepted claims and amendments to the claim.
- IRD provides a report of investigation with an analysis of the complaint.
- The complainant can request a hearing by an EEOC Administrative Judge or a final Air Force decision.
- The Administrative Judge or the Agency will issue a final decision, which can be appealed to EEOC.
- After appeals are exhausted, the complainant can file a civil action.

**EQUAL OPPORTUNITY OFFICE**  
**Bldg. 1150, 2<sup>nd</sup> Fl., Room 2112**  
**Tel: 623-856-7711**  
**Director: Mr. Ronald S. Goodwyn**