

**UNITED STATES MINT
EQUAL EMPLOYMENT OPPORTUNITY COMPLAINT PROCESS**

Last Updated: 8/18/2020

The United States Mint is an Equal Employment Opportunity (EEO) employer. If you are an employee, former employee or applicant for employment with the United States Mint and feel that you have been discriminated against, you have the right to file a complaint of discrimination with the United States Mint. Complaints are accepted on the following bases: race, color, national origin, sex, age (40+), *sexual orientation*, religion, reprisal, *parental status*, mental or physical disability, and protected genetic information.

COVID-19 Update

A. United States Mint

The Diversity Management and Civil Rights (DMCR) Office has received guidance on complaint processing during the COVID-19 pandemic. Per the United States Equal Employment Opportunity Commission, federal sector EEO offices have been instructed to continue processing complaints in accordance with regulatory timeframes; however, provisions have been made to accommodate our current working environment. **All** informal EEO complaints must be submitted electronically to their respective local EEO Office.

As the DMCR staff are teleworking full time, complaints sent by mail or facsimile (FAX) will be delayed. To the extent possible, all communication regarding complaints should be made electronically. Should it become apparent regulatory timeframes will not be met, both parties must agree to an extension in writing.

If you have any questions, or would like to speak with an EEO Counselor, please contact your local EEO office as follows:

- **Headquarters and Fort Knox**
Deborah Hayes
DMCR-HQ@usmint.treas.gov
(202) 354-7260
(888) 646-8369 (TTY)
- **West Point Mint**
Kimberly Morange
DMCR-WP@usmint.treas.gov
(845) 446-6228
- **Philadelphia Mint**
James Elston
DMCR-PH@usmint.treas.gov
(215) 408-0613
- **Denver Mint**
Anne Green
DMCR-DN@usmint.treas.gov
(303) 405-4908
(303) 405-4905 (TTY)
- **San Francisco Mint**
Aaron Isaacson
DMCR-SF@usmint.treas.gov
(415) 575-7738

Initiating a Complaint of Discrimination

If you believe that you have been subjected to unlawful discrimination, you **MUST contact the United States Mint's Equal Employment Opportunity Office within 45 days of the alleged discriminatory activity; effective date of personnel action, if one involved; or when you first became aware of the event giving rise to the complaint.** The EEO complaint process provides individuals the opportunity to seek either a mutual resolution of the alleged discrimination or a decision by a third party on the validity of the claim of discrimination.

The Pre-complaint (Informal) Stage

In the pre-complaint (informal) stage, the aggrieved individual (claimant) makes an initial contact with an EEO Manager to initiate an EEO complaint and an EEO Counselor is then assigned to work with the claimant. The EEO counselor is impartial and must remain neutral. During the counseling phase, the counselor informs the individual of his/ her right to remain anonymous during the pre-complaint stage and the right to representation throughout the entire complaint process.

At the initial meeting with the EEO counselor, the claimant should provide as much information as possible such as the incident(s) or action(s) taken against him/her and the date(s), names and titles of the person(s) believed to have discriminated against him/her, resolution sought, and any other information relevant to the complaint. The EEO counselor will assist the claimant in clarifying and defining the issue(s) and basis (es) of their complaint.

In accordance with MD-110 and 29 CFR 1614, the EEO counselor will offer the claimant the choice between traditional counseling and the Alternative Dispute Resolution (ADR) process for resolving the complaint. If the claimant elects traditional counseling, the EEO counselor will conduct a limited inquiry into the claimant's allegation(s) of discrimination and attempt an early resolution of the matter. The counseling process should not exceed 30 days; however, you may agree to extend counseling for up to an additional 60 days.

If the claimant elects Alternative Dispute Resolution, he/she will be asked to complete and return the [**Agreement- to-Extend-Counseling with Mediation form**](#) to the EEO Manager/Specialist immediately or as soon as possible from the date of the initial contact with the EEO Office. Upon receipt of the ADR election request for mediation, the EEO Manager/Specialist will set-up the mediation for a mutually agreed upon date and time. The mediator will meet with the claimant and management's representative to facilitate discussion of the issues in dispute, options for resolution, and an actual written settlement agreement of the parties' choosing, if resolution is achieved. In accordance with MD-110 and 29 CFR 1614, the ADR process should be completed within 90 calendar days of the initial contact with the EEO Office.

****Complaints of discrimination based on sexual orientation and parental status, although not covered by the federal laws prohibiting discrimination, may be filed and will be handled by the United States Mint's EEO Office.***

B. Department of the Treasury, Office of Civil Rights and Diversity (OCRD)

Due to the pandemic emergency Treasury's OCRD is physically closed. While they are teleworking and remain open for business, they are unable to accept formal EEO complaints by mail or fax transmission. If a Mint employee or applicant, wishes to file a **formal** EEO complaint, please go to the link below and file the complaint electronically as described in Step 2 of the instructions.

<https://www.treasury.gov/about/organizational-structure/offices/Mgt/Pages/discrimination-complaint.aspx>

If you need assistance from Treasury's OCRD, please call 202-622-1160, and someone will return your call as soon as possible. Please note that you will receive an acknowledgment letter by email. All correspondence will be sent by email, unless you need a different form of communication as a reasonable accommodation. Please contact OCRD at 202-622-1160, if you need a reasonable accommodation. Please ensure that you include a valid email address on your complaint form to ensure OCRD can communicate with you.

The Formal Stage

If no resolution is achieved through the traditional counseling process or ADR, the counselor will provide you with a Notice of Right to File a Formal Discrimination. **The formal complaint MUST be filed within 15 days of receipt of the notice with Treasury's OCRD in accordance with Step 2 of the instructions (see above link).**

Treasury's OCRD will make a determination to accept or reject the formal complaint. If the complaint is accepted for processing, they will assign an investigator to investigate the allegations. At the onset of the investigation, the OCRD will also offer mediation as a means to resolve the complaint. If mediation does not result in resolution, the investigation will continue. Upon completion of the investigation, you may choose to withdraw the formal complaint, request a final agency decision by the Department of the Treasury's OCRD, or request a hearing before an Equal Employment Opportunity Commission Administrative Judge.