Flowchart of the EEO Complaint Process

Pre-complaint Counseling Incident Occurrence

You must contact an EEO counselor within **45 days** of the incident. If you request traditional counseling, the EEO counselor will have **30 days** to attempt resolution.

You may request to participate in the FTC's Alternative Dispute Resolution Program (i.e.,), in which case the FTC will have up to **90 days** to resolve the matter. If you choose mediation, pre-complaint counseling will not occur. If med

If mediation is successful within **90 days**, the Director of EEO will inform the EEO counselor that the claim was resolved.

Formal Complaint Process

After the investigation is completed, you will receive a copy of the investigation report. The Director of EEO will notify you of the right to either request a hearing before an EEOC Administrative Judge (AJ) or receive a final FTC decision without a hearing.

The Director of EEO will issue a final FTC decision within **60 days** of receiving notice of the request for a final FTC decision.

If you are not satisfied with the FTC's final decision, you may appeal to EEOC within **30 days** of receipt. You may request an EEOC hearing within 30 days of receiving the report of investigation.

An EEOC AJ will make a decision about the matter.

Within **40 days** of receiving the AJ's decision, the FTC must issue a final order.

you may file a request for reconsideration or you may file in Federal district court within **90 days** of receipt.