

## **Equal Employment Opportunity (EEO) Survey: Formal Complaint Process**

### ***Purpose of Survey***

The purpose of this survey is to allow individuals who have participated in the Formal Equal Employment Opportunity (EEO) Process at the Consumer Financial Protection Bureau (Bureau) to freely express their views with regard to the effectiveness of this process. This survey is conducted by the Bureau's Office of Civil Rights (OCR) in an effort to better understand any concerns or questions regarding the formal complaint process and how to improve it.

Your participation in this survey is completely voluntary. This survey should take less than 10 minutes.

Your responses and/or comments will remain anonymous. OCR will not try and identify you nor will OCR distribute your individual responses or comments to anyone else (unless required to do so by law). OCR will only analyze all survey responses from all survey participants on a quarterly basis in order to improve the effectiveness of the process. Your responses and/or comments (or lack thereof) will not be made part of the relevant complaint file, or be used or considered in any way in any current or subsequent informal or formal EEO complaint (unless required by law).

If you need a reasonable accommodation to participate in or complete this survey, you can contact Bonita Manago in the Office of Human Capital at [bonita.manago@cfpb.gov](mailto:bonita.manago@cfpb.gov). If you have questions or concerns about the Bureau's reasonable accommodation policy or procedures, you can also contact the ADR Program at (202) 435-9EEO, 1-855-233-0362, (202) 435-9742 (TTY) or [CFPB\\_EEO@cfpb.gov](mailto:CFPB_EEO@cfpb.gov).

### **Privacy Notice**

5 U.S.C. 552(a)(e)(3)

The information you provide through your responses as employees of the Consumer Financial Protection Bureau (Bureau) who have participated in the Formal Equal Employment Opportunity (EEO) Process will allow the Bureau's Office of Civil Rights (OCR) to better understand any concerns or questions you may have about the Formal EEO Process and how to improve it.

The CFPB will not obtain or access personally identifiable information.

This collection of information is authorized by Pub. L. No. 111-203, Title X, Sections 1013 and 1022, codified at 12 U.S.C. §§ 5493 and 5512.

Participation in this study is voluntary; you are not required to participate.

### **Paperwork Reduction Act Statement**

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and not withstanding any other provision of law a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB control number for this collection is 3170-0024. It expires on 11/30/2018. Comments regarding this collection of information, including the estimated response time, suggestions for improving the usefulness of the information, or suggestions for reducing the burden to respond to this collection should be submitted to the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to [CFPB\\_PRA@cfpb.gov](mailto:CFPB_PRA@cfpb.gov).

### Your experience during the Formal EEO Complaint Process – Complainants

The Formal EEO Complaint Process begins when you file a formal complaint of discrimination with the Bureau's Office of Civil Rights (OCR). This page will ask you specific questions about your experience as a complainant during the Formal EEO Complaint Process only. If you did not participate in the formal complaint process recently as a complainant, please skip to the next question.

#### *1. Formal EEO Complaint Process – Complainants*

**After I filed my formal complaint, OCR or its contract EEO investigator clearly explained the steps and deadlines of the formal complaint process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**OCR accurately captured the substance of my claims in its initial letter accepting my claims (if any claim was accepted).**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**OCR clearly explained to me why claims were dismissed (if any claim was dismissed).**

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator clearly explained my rights and responsibilities in the formal complaint process.**

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator was impartial/unbiased.**

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator was thorough.**

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator provided me with ample time to complete the interview or affidavit process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator allowed me to suggest additional sources of relevant information (e.g., witnesses, documents, etc.).**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator contacted the relevant witnesses that I identified.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**I had an opportunity to provide a rebuttal to witness statements.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**I had an opportunity to identify any perceived deficiencies in the Report of Investigation after the Report of Investigation was issued.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The Report of Investigation accurately captured the relevant facts and evidence regarding my formal complaint.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The investigation was completed promptly (in accordance with regulations, a timely investigation is completed within 180 days after a formal complaint is filed or up to 360 calendar days if an amendment is filed or an extension is granted).**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**At the end of the EEO investigation, I clearly understood my right to request either a final decision from the agency or a hearing before an EEOC Administrative Judge.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**If a final agency decision was requested or issued: The Bureau's final decision after the investigation was easy to understand.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**If a final agency decision was requested or issued: I understood my appeal rights described at the end of the Bureau's final agency decision.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The OCR case manager assigned to my complaint was responsive to my inquiries.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The OCR case manager kept me up to date on the progress of my complaint throughout the formal process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**I felt comfortable communicating with the OCR case manager.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The formal complaint process is fair.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The formal complaint process is useful.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**I am satisfied with the formal complaint process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**I feel sufficiently protected from retaliation for having engaged in the formal complaint process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**OCR adequately responded to my questions or concerns about possible retaliation.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**If you needed a reasonable accommodation (for religious or disability-related reasons) to participate in the formal complaint process: My request for a reasonable accommodation was promptly and adequately handled.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

The Formal EEO Complaint Process begins when a complainant files a formal complaint of discrimination with the Bureau's OCR. This page will ask you specific questions about your experience as a named responsible management official or alleged discriminating individual during the Formal EEO Complaint Process only. If you did not participate in the formal complaint process recently as a named alleged responsible management official or alleged discriminating individual, please skip to the next question.

*2. Formal EEO Complaint Process – Alleged Responsible Management Officials/Alleged Discriminating Individual*

**OCR or its contract EEO investigator clearly explained the steps and deadlines of the formal complaint process.**



Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator clearly explained my rights and responsibilities in the formal complaint process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator was impartial/unbiased.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator was thorough.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator allowed me to suggest additional sources of relevant information (e.g., witnesses, documents, etc.).**

Strongly Agree  
Agree

Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator provided me with ample time to complete the interview or affidavit process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The formal complaint process is fair.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**I am satisfied with the formal complaint process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**OCR adequately explained my need to refrain from retaliating in any way against any individual (including the complainant) for their participation in the EEO formal complaint process.**

Strongly Agree  
Agree  
Neutral  
Disagree

Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**OCR adequately explained my right to be free from retaliation of any kind for participating in the EEO formal complaint process as a witness.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**If you needed a reasonable accommodation (for religious or disability-related reasons) to participate in the formal complaint process: My request for a reasonable accommodation was promptly and adequately handled.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

The Formal EEO Complaint Process begins when a complainant files a formal complaint of discrimination with the Bureau's OCR. This page will ask you specific questions about your experience as a witness other than the complainant or named alleged responsible management official/alleged discriminating individual during the Formal EEO Complaint Process only. If you are the complainant or an alleged responsible management official/alleged discriminating individual named in this formal complaint, please skip to the next question.

### *3. Formal EEO Complaint Process – Other Witnesses*

**OCR or its contract EEO investigator clearly explained the steps and deadlines of the formal complaint process.**

Strongly Agree  
Agree  
Neutral  
Disagree

Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator clearly explained my rights and responsibilities in the formal complaint process.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator was impartial/unbiased.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator was thorough.**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator allowed me to suggest additional sources of relevant information (e.g., witnesses, documents, etc.).**

Strongly Agree  
Agree  
Neutral  
Disagree  
Strongly Disagree  
Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The EEO investigator provided me with ample time to complete the interview or affidavit process.**

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**The formal complaint process is fair.**

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**I am satisfied with the formal complaint process.**

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**OCR adequately explained my need to refrain from retaliating in any way against any individual (including the complainant) for their participation in the EEO formal complaint process.**

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**OCR adequately explained my right to be free from retaliation of any kind for participating in the EEO formal complaint process as a witness.**

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**If you needed a reasonable accommodation (for religious or disability-related reasons) to participate in the formal complaint process: My request for a reasonable accommodation was promptly and adequately handled.**

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Not Applicable or I Do Not Know

If you have any specific comments you would like to leave you can do so here:

**Thank you for taking the time to fill out this survey!**

**The responses that you have provided will be extremely helpful in ensuring that OCR is providing the best service possible. Your responses and/or comments will remain anonymous. OCR will not distribute your individual responses or comments to anyone else (unless required to do so by law). Your responses and/or comments (or lack thereof) will not be made part of the relevant complaint file, or be used or considered in any way in a subsequent formal or informal EEO complaint (unless required by law).**