

Equal Employment Opportunity (EEO) Survey: Informal Complaint Process

Purpose of Survey

The purpose of this survey is to allow individuals who have participated in the Informal Equal Employment Opportunity (EEO) Process (also called EEO counseling) 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 informal EEO process and how to respond to those concerns and questions.

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. 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.

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 Informal 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 Informal 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.

EEO Counseling – Aggrieved Individuals

This page will ask you specific questions about your experience as an "aggrieved individual" during the Informal EEO process/EEO counseling. Please answer this question if you are/were an individual who sought advice or help from the Bureau's OCR about possible violations of your rights under the EEO laws. If you are not the "aggrieved individual" please skip to the next question.

1. Informal EEO Process

It was easy to figure out how to contact OCR.

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 was aware before I contacted OCR that I generally had to request EEO counseling within 45 calendar days of the act I believed may have been discriminatory.

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 responded within 2 business days after I contacted them.

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:

An EEO counselor was available to meet with me within 5 business days after I first contacted OCR.

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 counselor appeared knowledgeable about the EEO 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 was comfortable communicating with the EEO Counselor.

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 counselor 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 counselor clearly explained my rights and responsibilities during the informal EEO 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 counselor clearly explained the informal and formal complaint process and related time frames.

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 counselor clearly explained the options for attempting resolution of my claim, including the use of Alternate Dispute Resolution (ADR).

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 requested to remain anonymous during the informal EEO process: The EEO counselor and OCR preserved my anonymity during the informal EEO 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:

EEO counseling generally must be completed within 30 calendar days of your initial request for counseling. If ADR is offered/accepted, it can take up to 90 calendar days. Considering these deadlines, the informal process was completed promptly.

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 informal EEO process is a fair 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 informal EEO process is a useful 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 am satisfied with the assistance I received from the EEO counselor/OCR personnel during the informal EEO 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 am satisfied with the informal EEO 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 understand that I have the right to remain free from any retaliation for having engaged in the informal EEO 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 informal EEO 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/the EEO counselor 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 informal EEO 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:

EEO Counseling – Alleged Responsible Management Officials/ Alleged Discriminating Individual

This page will ask you specific questions about your experience as a named alleged responsible management official or alleged discriminating individual during the informal EEO process only. If you did not participate in the informal EEO process recently as a named alleged responsible management official or alleged discriminating individual, please skip to the next question.

2. Informal EEO Process – Alleged Responsible Management Officials/ Alleged Discriminating Individual

The EEO counselor appeared knowledgeable about the EEO 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 was comfortable communicating with the EEO Counselor.

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 counselor 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 counselor clearly explained my rights and responsibilities during the informal EEO 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 counselor clearly explained the informal and formal complaint process and related time frames.

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 informal EEO process is a fair 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 informal EEO process is a useful 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 am satisfied with the assistance I received from the EEO counselor/OCR personnel during the informal EEO 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 am satisfied with the informal EEO 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/the EEO counselor adequately explained my need to refrain from retaliating in any way against any individual (including the aggrieved individual who sought EEO counseling) for their participation in the informal EEO 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/the EEO counselor adequately explained my right to be free from retaliation of any kind for participating in the informal EEO 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 informal EEO 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:

EEO Counseling – Other Witnesses

This page will ask you specific questions about your experience as a witness (other than the aggrieved individual or named responsible management official/alleged discriminating individual) during the informal EEO process only. If you are the aggrieved individual who sought EEO counseling or an alleged responsible management official named as part of the informal EEO process, please skip to the next question.

3. Informal EEO Process – Other Witnesses

The EEO counselor appeared knowledgeable about the EEO 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 was comfortable communicating with the EEO Counselor.

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 counselor 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 counselor clearly explained my rights and responsibilities during the informal EEO 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 counselor clearly explained the informal and formal complaint process and related time frames.

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 informal EEO process is a fair 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 informal EEO process is a useful 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 am satisfied with the assistance I received from the EEO counselor/OCR personnel during the informal EEO 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 am satisfied with the informal EEO 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/the EEO counselor adequately explained my need to refrain from retaliating in any way against any individual (including the aggrieved individual who sought EEO counseling) for their participation in the informal EEO 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/the EEO counselor adequately explained my right to be free from retaliation of any kind for participating in the informal EEO 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 informal EEO 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).