

THE EEO INFORMAL INQUIRY PROCESS

Filing a Complaint of Unlawful Discrimination, Harassment, or Retaliation:

Step 1: Prepare a Written Complaint. NCDOT employees alleging unlawful discrimination, harassment or retaliation must first file a complaint within **15 calendar days** of the alleged act of discrimination, harassment or retaliation that is the basis for the complaint. The complaint must be filed with NCDOT's EEO Manager. The complaint must be filed in writing. The EEO Informal Grievance Filing Form is available at [EEO Informal Grievance Filing Form](#).

Step 2: Deliver the Complaint within 15 Calendar Days: Unlawful discrimination, harassment, or retaliation complaints must be delivered within **15 calendar days** of the alleged act of discrimination, harassment, or retaliation that is the basis for the complaint using one of the following methods:

Mail - The complaint may be mailed to the mailing address or e-mail address and must adhere to the applicable deadline.

Mailing Address

NC Department of Transportation
Equal Employment Opportunity Office
1511 Mail Service Center
Raleigh, NC 27699-1511

E-Mail - The complaint may be e-mailed to EEOManager@ncdot.gov and the date emailed must meet the applicable deadline.

External Filing of a Discrimination Charge:

A charge of unlawful discrimination, harassment, or retaliation may also be filed directly with the Equal Employment Opportunity Commission (EEOC) in addition to or instead of filing through the internal grievance process. Information about filing an EEOC charge and deadlines for filing the charge can be found at: [Filing a Charge of Discrimination with the EEOC](#) or by calling the EEOC regional offices located in Raleigh, Greensboro and Charlotte at 1-800-669-4000. Information about filing through the Civil Rights Division of the Office of Administrative Hearings can be found at: [Office of Administrative Hearings](#) or by calling 984-236-1850. You may not, however, file a contested case with the Office of Administrative Hearing if the internal process has not been completed.

Process for Investigating a Complaint of Unlawful Discrimination, Harassment, or Retaliation:

If the complaint is filed timely and the employee alleges facts that would constitute unlawful discrimination, harassment, or retaliation, the following steps will occur:

Step 1: The complaint will be assigned to an EEO Investigator.

Step 2: The complainant will be contacted to confirm receipt of the complaint, to seek clarification of the complaint, and to inform the employee of the EEO Informal Inquiry Process.

Step 3: A notification letter will be sent to the alleged discriminating official's Chain of Command informing him or her of the filing.

Step 4: An investigation should be completed within **75 calendar days** of receipt of the complaint unless an extension is agreed upon by the complainant. Any extension will not exceed **15 calendar days**.

Step 5: Once the investigation is concluded, a final investigative report will be submitted to the EEO Manager for review and concurrence.

Step 6: Upon approval, the outcome of the investigation will be communicated to Complainant, Respondent and appropriate Chain of Command.

If the outcome of the investigation indicates reasonable cause to believe that unlawful discrimination, harassment, or retaliation occurred, management will take appropriate action to resolve the matter. If the complaint is not successfully resolved, then the complainant may file a formal internal grievance within 15 calendar days of his or her receipt of the EEO Informal Inquiry response.

If the complainant has not been sent a response from the agency after 90 calendar days from the agency's receipt of the EEO Informal Inquiry the complainant may continue the process by filing a formal grievance.

For the complete agency grievance policy refer to the OSHR Policy at: [Employee Grievance Policy](#).