

NNSA EEO Counselor Pre-Complaint Process Telephone Counseling

Address the following if the counseling will be conducted by telephone:

- Advise complainant of date and time of the call. Reminder to allow enough time to mail, fax, or email the complainant the counseling documents. Instruct complainant to call or email you when they have received the documents.
- Mail, fax, or email the following documents to the complainant:
 - Two copies of the EEO Counselor Checklist (signed by you)
 - Copy of the EEO Complaint Processing Brochure with the timeline
 - Copy of the NNSA Mediation Brochure
 - Copy of the DOE Limited Use of Government Property Order
 - Use of and Requesting Official Time
- If you have not heard from the complainant prior to the scheduled counseling call, two days before, reconfirm that they have received the documents.
- After reviewing the Counseling Checklist with the complainant, ask the complainant to sign one of the documents and return it to you.

References

The following documents are provided for quick reference. We hope this checklist and the referenced information will serve as useful tools in processing EEO pre-complaints. Contact the EEO/Diversity Office at (505) 845-5517 if you have additional recommendations or questions.

- [Management Directive-110](http://www.eeoc.gov/federal/md100.html) (Chapter 2, EEO Pre-Complaint Processing)
- [Management Directive-110](http://www.eeoc.gov/federal/md110/chapter6.html) (Chapter 6, C., Official Time)
- [NNSA EEO Complaints Brochure](http://www.doeal.gov/eoo/complaints.html)
- [NNSA Mediation Brochure](http://www.doeal.gov/eoo/mediation.html)
- [Limited Personal Use of Government Office Equipment Including Information Technology](http://www.directives.doe.gov/pdfs/doe/doetext/neword/203/o2031.pdf)
- [DOE Reasonable Accommodations Procedures](http://worklifecenter.doe.gov/docs/DisabilityDocs/DOE%20Reasonable%20Accommodation%20Procedures.doc)
- [NNSA Service Center Reasonable Accommodations Guide](http://www.doeal.gov/eoo/docs/requestreasonableaccom.pdf)