

NNSA EEO Counselor Report Checklist

This checklist is provided to ensure consistency in the counselor's reports for the National Nuclear Security Administration.

- Complete the EEO Precomplaint Counseling Intake Form.
- Enter the informal complaint in iComplaints System. If you require assistance with iComplaints, please contact the EEO/Diversity Office, NNSA Service Center, at (505) 845-5517.
 1. Go to the iComplaints web site: [iComplaints \(https://icomplaints.doe.gov\)](https://icomplaints.doe.gov)
 2. Log in (if you do not have a log in, please contact the EEO/Diversity Office, (505) 845-5517, and we will request one for you). If you have difficulty logging in, please call Regina Neal Mujahid (202) 586-3109 or Regina.Neal@hq.doe.gov
 3. Click on "Cases" from the left menu
 4. Click on "Create Informal Case" from the center menu. You will enter complainant's name, address, telephone, representative (if one), basis for complaint, and identified issues. For the SSN, enter the first nine (9) numbers of the complainant's work telephone number.
 5. Throughout the informal case, make entries (date and the activity) into the iComplaints system for: contact information for complainant and representative (if any); initial interview; date ADR (mediation offered); any additional interviews; and notice of final interview.
 - If the complainant requests mediation, please enter this into iComplaints (<https://icomplaints.doe.gov>) selecting "ADR elected directly" as iComplaints will immediately track the abeyance time period.
 6. After the notice of final interview letter is sent, be sure to close the informal case in the iComplaints system.
- If a resolution is reached, contact the NNSA Service Center's EEO/Diversity Office at (505) 845-5517 for assistance in completing the written resolution.
- Complete the final interview (refer to the EEO Precomplaint Counseling Intake Form/Counselor Report for content).
- Issue the Notice of Final Interview (see EEO Counselor Website).
- After notification from the EEO/Diversity Office at the NNSA Service Center, that the complainant has filed a formal complaint, prepare your completed Precomplaint Counseling Intake Form and EEO Counselor Report (see EEO Counselor Website). Send the completed reports, as well as a copy of the NNSA EEO Counselor Checklist and mediation election, if applicable, in the blue folder provided to you, **within 15 calendar days**. Send this information to the NNSA Service Center, EEO/Diversity Office, P.O. Box 5400, Bldg. 384, 2nd floor, Albuquerque, NM 87185. The EEO/Diversity Office will then forward a new Counseling Packet, for future use, upon receipt of the final reports identified above.