In reply refer to: 08

January 22, 2024

VIA: **(Delivery Method)**

**Director (00)**

Department of Veterans Affairs

govcdm\_stationname

govcdm\_facilityaddress govcdm\_facilityaddress2

govcdm\_facilitycity, govcdm\_facilitystate govcdm\_facilityzip

**SUBJECT:** **Notice of** **Acceptance/Partial Acceptance of EEO Complaint** **of govcdm\_firstname govcdm\_lastname, Case No. govcdm\_name, Filed govcdm\_dateformalcomplaintfiled.**

Dear **(Director)**:

1. This is to inform you that govcdm\_firstname govcdm\_lastname**, (Service),** filed a complaint of discrimination on **govcdm\_dateformalcomplaintfiled**. Enclosed is a copy of the **acceptance/partial acceptance** letter that was sent to complainant**(and representative if applicable).**

2. All documents and records, including the Official Personnel Folder related to this complaint, must be maintained at the facility and made available at the time of the investigation.

3. Advanced preparation for the investigation is to begin as soon as possible. This includes securing all documents (appropriately redacted)[[1]](#footnote-1) identified in the attachment to this letter. We require that the requested information be provided **within 10 days** of your receipt of this letter using electronic delivery via email to [ORMOICTAdministrativeTeam@va.gov](mailto:ORMOICTAdministrativeTeam@va.gov).

If electronic delivery is not possible, requested information should be mailed to:

Department of Veterans Affairs

Office of Resolution Management, Diversity & Inclusion

govcdm\_name

Attn: firstname lastname

govcdm\_address1\_line1 govcdm\_address1\_line2

govcdm\_address1\_city, govcdm\_address1statepicklist govcdm\_address1\_postalcode

If any of the requested documents or information does not exist or is not maintained by your facility, please have an appropriate management official provide a signed and dated statement identifying the information and explaining why it cannot be provided.

4. The protection of the privacy of Veterans, their dependents and beneficiaries, as well as the privacy of all employees and contractors of VA, and other individuals for whom personal records are created and maintained in accordance with Federal law is a critical requirement. As such, documents provided to us in response to our requests for documents or information **must be redacted prior to their release to ORMDI** for VA sensitive information[[2]](#footnote-2) and personally identifiable information (PII). Specific examples of information that should be redacted/sanitized before their release to ORM include:

1. Social security numbers.
2. Names of veterans, their dependents and/or beneficiaries.
3. Medical/diagnostic and/or veteran claim information related to specific veterans, their dependents and/or beneficiaries.
4. Dates of birth (the exception to this are for cases that allege age based discrimination).
5. Complainant’s medical information, unless this information is accompanied with a release of information signed by the complainant.

5. ORMDI will make two requests for information deemed necessary for inclusion in the investigative file. This letter is considered the first request for information. If an additional request is necessary, it will be prepared by the investigator assigned to this complaint. Requests will be documented in the investigative file along with your facility’s response, or lack thereof. **Failure to submit the requested documents may result in an adverse inference/sanction against the Agency.** “

6.The Equal Employment Opportunity Commission (EEOC) encourages the use of Alternative Dispute Resolution (ADR) to resolve EEO complaints at the lowest possible level. Agencies and complainants can realize many advantages from using ADR. ADR offers the parties the opportunity for an early, informal resolution of disputes in a mutually satisfactory fashion. If you are interested in using mediation to address the issues raised in this complaint, please contact firstname lastname, ORMDI Case Manager at address1\_telephone1andinternalemailaddress, the ORMDI ADR Program at [workplaceadr@va.gov](mailto:workplaceadr@va.gov) or you may visit the Workplace ADR website at https://www.va.gov/adr/WorkplaceADR.asp. **You are *strongly encouraged* to use email to submit your correspondence and/or documents to ORMDI.**

Sincerely,

firstname lastname

District Manager

Enclosures: **Acceptance/Partial** Acceptance Letter

Document List

cc: EEO Program Manager and email

1. Any patient/veteran information must conform with VA’s guidelines/criteria for release of information and have the appropriate documentation to verify authorization to release such information to ORMDI. [↑](#footnote-ref-1)
2. VA sensitive information as defined by Public Law 109-461, is all Departmental data, on any storage media or in any form or format, which requires protection due to the risk of harm that could result from inadvertent or deliberate disclosure, alteration, or destruction of the information. The term includes information whose improper use or disclosure could adversely affect the ability of an agency to accomplish its mission, proprietary information, records about individuals requiring protection under various confidentiality provisions such as the Privacy Act and the Health Insurance Portability and Accountability Act (HIPAA). [↑](#footnote-ref-2)