

confidential. Through a national network of conflict management practitioners, the CSD provides support for all employees with a range of services including coaching, consultation, small and large group facilitation, and training. The CSD also provides support in the development and sustainment of councils, workgroups, and other team dynamics.

Contact Information

Sam Slosberg

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Mailing Address:

TSA Communication Solutions Division

6595 Springfield Center Drive

Springfield, VA 20598-6026

Solutions@tsa.dhs.gov

TSA Investigations

TSA Investigations (INV) conducts criminal and administrative investigations of allegations including, but not limited to: fraud, theft, and assault, off-duty felony arrests, acts of non-criminal misconduct by senior or titled officials and law enforcement officers, and egregious misconduct by others.

INV will investigate criminal allegations or systemic SOP violations affecting TSA operations or resources.

Contact Information

Tina Garner

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Mailing Address:

TSA Investigations Attention: Hotline

6595 Springfield Center Drive

Springfield, VA 20598-6026

VIA Hotline Complaint Form on Intranet at

[https://ishare.tsa.dhs.gov/Offices/investigations/](https://ishare.tsa.dhs.gov/Offices/investigations/Pages/default.aspx)

[Pages/default.aspx](https://ishare.tsa.dhs.gov/Offices/investigations/Pages/default.aspx)

TSAHotlineComplaints@tsa.dhs.gov • 571-227-1800

DHS Office of Inspector General

The U.S. Department of Homeland Security (DHS) Office of Inspector General (OIG) is a resource for federal employees and the public to report allegations of employee corruption, civil rights and civil liberties abuses, program fraud and financial crimes, and miscellaneous criminal and non-criminal activity associated with waste, abuse or fraud affecting the programs and operations of DHS.

Contact Information

1-800-323-8603 (Toll-free) • 1-844-889-4357 - TTY

Fax: 202-254-4297

Mail to: Attention: Office of Investigations Hotline

245 Murray Drive SW, Mail Stop 0305

Washington, DC 20528-0305

E-File at www.oig.dhs.gov/hotline

U.S. Office of Special Counsel

The U.S. Office of Special Counsel (OSC) is an independent federal investigative and prosecutorial agency. OSC's basic authorities come from four federal statutes: The Civil Service Reform Act, the Whistleblower Protection Act, the Hatch Act, and the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA). OSC's primary mission is to safeguard the merit system by protecting federal employees and applicants from prohibited personnel practices, especially reprisal for whistleblowing. TSA employees, including Transportation Security Officers (TSOs), may file complaints with the OSC.

Contact Information

1730 M Street, NW, Suite 218

Washington, DC 20036

202-254-3602 • Fax: 202-254-3711

E-File using OSC Form 12 at www.osc.gov



www.tsa.gov



Know Your Rights and Responsibilities



TSA Anti-Harassment Program (AHP)

TSA's AHP is housed in the NRC, within HC, and provides guidance to employees, managers, and other affected persons who are impacted by workplace harassment. Affected persons or witnesses to harassment, including sexual harassment, should immediately notify a member of their supervisory chain or report the harassment to any TSA manager or supervisor or to TSA's Anti-Harassment Coordinator.

Contact Information

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TSA Anti-Harassment Program

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Fax: 703-603-3000

Anti-HarassmentCoordinator@tsa.dhs.gov

Reasonable Accommodation Program

TSA's Reasonable Accommodation Program (RAP), within HC, is responsible for the overall management, administration, and processing of requests for accommodations made by qualified employees with disabilities. After an employee requests an accommodation from either his or her supervisor or the RAP, the parties will engage in an interactive process to determine the most effective accommodation to address the employee's needs.

Contact Information

Natalie Reynolds, Program Manager

571-271-9509 • Natalie.Reynolds@tsa.dhs.gov

Elisa Montgomery, Program Specialist

202-841-0852 • Elisa.Montgomery@tsa.dhs.gov

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TSA Reasonable Accommodation Program

6595 Springfield Center Drive

Springfield, VA 20598-6026

571-227-9509 • ReasonableAccommodation@tsa.dhs.gov

Transportation Security Administration (TSA) employees are dedicated to keeping the nation's transportation security systems safe and secure for the traveling public. TSA cannot succeed without a professional, highly talented, fully engaged, and respected workforce. TSA promotes a work environment that is transparent and inclusive. All employees are held to the highest standards

of integrity and accountability. TSA is committed to maintaining an environment free of unlawful discrimination and other inappropriate conduct.

The following are brief descriptions of the resources available to address issues in our workplace. It is the expectation that employees using this information will determine for themselves the best venue(s) to raise concerns on subjects such as: discrimination; workplace violence; veterans protections; fraud, waste and abuse; prohibited personnel practices; whistleblower protections; and unlawful political activities.

This brochure can also be found at

www.tsa.gov/office/programintroductions

TSA Civil Rights Division

The Civil Rights, Equity, Access and Inclusion (CREAI) Division within Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE) processes allegations of unlawful discrimination, including harassment, in accordance with applicable federal laws.

Federal employees must seek equal employment opportunity (EEO) counseling within 45 calendar days of the alleged act of discrimination or the effective date of the personnel action.

You are protected against discrimination in employment: The five federal anti-discrimination laws protect workers and job applicants from discrimination and reprisal:

- Title VII of the Civil Rights Act - race, color, religion, national origin and sex (the basis of sex encompasses claims relating to pregnancy, gender identity, and sexual orientation).
- Equal Pay Act - sex/gender based statute that requires equal wages for equal work performed under equal circumstances;
- Age Discrimination in Employment Act - age 40 and over;
- Rehabilitation Act - disability of qualified applicants and employees, and failure to provide a reasonable accommodation; and
- Genetic Information Nondiscrimination Act - genetic information.

For more info see www.eeoc.gov/laws/types/index.cfm.

Contact Information

1-877-336-4872 • TSA.CivilRights@tsa.dhs.gov

TSA Ombudsman Division

TSA's Ombudsman Division within CRL/OTE provides confidential, neutral, informal, and independent assistance to address workplace-related problems, issues and concerns. Ombudsman staff works with individuals and groups using a variety of alternative dispute resolution techniques including facilitated conversations, conflict coaching, shuttle diplomacy and upward feedback. The goal is to help employees resolve conflict informally and at the lowest level possible. We also help employees find answers to a variety of policy, program and personnel-related questions by working with subject matter experts to address their concerns.

In addition, we help employees and leadership improve their workplaces through climate surveys and site visits.

Contact Information

Claire Heffernan

571-227-3793 • Claire.Heffernan@tsa.dhs.gov

1-877-266-2837 • TSA.Ombudsman@tsa.dhs.gov

Mailing Address:

TSA Ombudsman Office

6595 Springfield Center Drive

Springfield, VA 20598-6026

Professional Responsibility

Professional Responsibility's (PR) mission is to ensure fair and consistent discipline throughout the agency. PR is an independent office that adjudicates one-step actions and proposes disciplinary actions for certain TSA employees. PR also administers the Senior Leadership Discipline Review Board (SLDRB), which adjudicates and proposes certain actions for members of the Transportation Security Executive Service.

Contact Information

Candice Moorer

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Mailing address:

TSA Office of Professional Responsibility

6595 Springfield Center Drive

Springfield, VA 20598-6026

571-227-4500 • OPR@tsa.dhs.gov

TSA Communication Solutions Division

The Communication and Solutions Division (CSD) exists to help employees and teams resolve workplace issues at their lowest possible level and closest to the origin. All CSD services are voluntary, informal and