

*Choose EEO Mediation to
Resolve Employment
Discrimination Disputes*

*EEO Mediation is a fair and
efficient process to help
employees and managers
resolve employment disputes
and reach a voluntary
negotiated agreement.*

*Choosing mediation does not
suspend the EEO or Sexual
Orientation Discrimination
complaint in process until an
agreement is signed. When
mediation fails to resolve
complaints, employees do not
lose their right to have their
complaints processed.*

Learn More about EEO Mediation

The Department of Commerce offers EEO Mediation as an alternative to the EEO and Sexual Orientation Discrimination Complaint Processes.

In appropriate cases, employees in Counseling or the formal complaint processes may request an opportunity to reach a settlement of their complaint with the help of a trained mediator. To learn more about EEO Mediation, see the OCR website at www.osec.doc.gov/ocr. To find out if your case is appropriate for mediation, contact Bonnie Worthy, Chief of the Client Services and Resolution Division, at 202/382-8120. TTY Users: Call via the Federal Relay Service: 1-800-877-8339.



U.S. Department of Commerce

Office of Civil Rights
Client Services &
Resolution Division
Phone: 202/482-8121

TTY: Call via Federal Relay Service
at 1-800-877-8339

*EEO Mediation:
A Better Way to Resolve Disputes*

U.S. Department of Commerce

*Office of Civil Rights
Client Services &
Resolution Division*

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EEO Mediation



EEO Mediation is an alternative to the EEO and Sexual Orientation Discrimination Complaint Processes. It gives employees and managers an opportunity to work together with the help of a trained and neutral mediator to find solutions to workplace disputes involving allegations of employment discrimination or related retaliation.

Mediation promotes a better work environment, reduces costs of processing complaints and works for both the employee and the Department.

Benefits of EEO Mediation

Greater Flexibility & Control

Both parties have an equal say in the process. Mediators help the parties to find a solution to their dispute, but make no decisions about whose position is legally correct. The parties may have legal or other representatives to advise them, but there are no rules of evidence and no witnesses.

Speed and Cost-Savings

Most mediated settlements are concluded in one or two sessions. Lengthy and costly administrative processing and litigation are avoided.

Confidentiality

No transcripts or records of the proceedings are kept and all parties sign a confidentiality agreement.

Preservation of Relationships

Mediated settlements that address all parties' interests often preserve relationships in ways that would not be possible in a traditional adversarial decision-making process.

Mutually Satisfactory Results

Parties are generally more satisfied with solutions that have been mutually agreed upon, as opposed to solutions that are imposed by a decision-maker.

A Foundation for Future Problem-Solving

After a mediated resolution, parties are more likely to use cooperative means to resolve future differences.

How EEO Mediation Works

An employee who has raised an allegation of discrimination (based on race, color, sex, national origin, religion, disability, age, or sexual orientation) or related retaliation may request the opportunity to enter EEO Mediation to try to resolve the complaint. This option is available throughout the entire complaint process from the pre-complaint process (Counseling) through the formal complaint process. The decision to mediate is completely voluntary for the employee.

If the case is appropriate for mediation, a session with a trained and experienced mediator is scheduled. During mediation, both sides are able to exchange information and express expectations for reaching resolution.

The parties work to reach common ground and resolve their differences. An agreement reached in mediation is a binding contract.

