EEO Complaint Processing

This flowchart is subject to change pursuant to guidance provided by the New Jersey Civil Service Commission, Division of EEO/AA.

Step 1

Complainant reports a complaint to the Office of Equal Opportunity & Institutional Compliance (OEOIC) or to any supervisor/ manager, or OEOIC becomes aware due to an external filing. Supervisor/manager must immediately forward complaint to OEOIC.

Step 2

OEOIC reviews complaint and will contact Complainant to schedule a meeting if the allegations implicate the University Policy, send communication to the Complainant seeking additional information, or request for interview, if necessary.

Step 3

OEOIC will send a letter advising
Complainant that complaint does not
implicate the University Policy
or
OEOIC conducts intake interview

OEOIC conducts intake interview with Complainant. Complainant completes complaint processing form

Step 4

Complainant and Respondent receive letters summarizing complaint/allegations. Complainant is not named in Respondent's letter. If allegations do not implicate the University Policy, Complainant receives letter stating why; no letter is issued to Respondent in this case. If multiple allegations, OEOIC may also send letters indicating those allegations that will be investigated and those that will not. In this case, Respondent would receive a letter with those allegations that will be investigated.

Step 5

EEO Investigator conducts a fact-finding investigation into Complainant's allegations including interviews of Respondent (if entitled, union rep. optional) and witnesses for Complainant and Respondent. Investigator gathers relevant documentation and supporting evidence.

Step 6

EEO Investigator drafts confidential investigative report and determination letters; submits to OEOIC Director for review. Director sends report and letters (with any revisions to President or designee for review).

Other Considerations:

Step 7

President or designee sends
determination letters to both parties;
OEOIC sends copies of
determination letters to NJ Civil
Service Commission, Division of
EEO/AA

Step 8

Determination letters received; appeal process available through NJ DARA for civil service titles only. Titles not eligible for appeal may be able to pursue case with US EEOC or NJ DCR.

Who Can File a Complaint?



