

# MANAGEMENT DIRECTIVE

## Commonwealth of Pennsylvania Governor's Office

<b>Subject:</b> Guidelines for Investigating and Resolving Internal Discrimination Complaints	<b>Number:</b> 410.10 Amended
<b>Date:</b>  December 5, 2012	<b>By Direction of:</b>  Kelly Powell Logan, Secretary of Administration
<b>Contact Agency:</b> Office of Administration, Office for Human Resources Management, Bureau of Equal Employment Opportunity, Telephone 717.783.1130	

**This directive establishes policy, responsibilities, and procedures to be followed when investigating and resolving internal discrimination complaints. This amendment has been updated to include definitions and outlines specific responsibilities and procedures. Marginal dots are excluded due to major changes.**

- 1. PURPOSE.** To establish policy, responsibilities, and procedures for investigating and resolving internal complaints of discrimination.
- 2. SCOPE.**
  - a. This directive applies to all departments, boards, commissions, and councils (hereinafter referred to as "agencies") under the Governor's jurisdiction.
  - b. The procedures outlined in this directive apply to investigations of internal complaints of discrimination. Harassment, including sexual harassment, is a form of employment discrimination, which is prohibited pursuant to commonwealth policy; thus, all references to "discriminatory" actions also apply to harassment.
- 3. OBJECTIVES.**
  - a. To ensure that the investigations of internal complaints of discrimination are conducted in a professional, impartial, and prompt manner.

- b. To outline policy and procedures for investigating and resolving internal complaints of discrimination.
- c. To set forth the commonwealth's policy on retaliation, as it relates to internal complaints of discrimination.

#### 4. DEFINITIONS.

- a. **Complaint.** A written or verbal notification alleging unlawful employment discrimination. A complaint is considered filed when it is received by the proper official or office.
- b. **Discrimination.** Unequal treatment based on membership in a class protected by law or by commonwealth policy including race, color, religious creed, ancestry, age, sex, sexual orientation, gender identity or expression, national origin, AIDS or HIV status, disability or union membership.
  - (1) A facially neutral policy that results in a disproportionate negative impact on a specific protected class may constitute discrimination.
  - (2) Discrimination may involve single or continuing actions.
- c. **Sexual Harassment.** Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:
  - (1) Submission to such conduct is made explicitly or implicitly a term or condition of an individual's employment.
  - (2) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals.
  - (3) Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or of creating an intimidating, hostile, or offensive work environment.

#### 5. POLICY.

- a. *Executive Order 2003-10, Equal Employment Opportunity*, prohibits discrimination against any employee or applicant for employment because of race, color, religious creed, ancestry, union membership, age, gender, sexual orientation, gender identity or expression, national origin, AIDS or HIV status, or disability; authorizes the Office of Administration, Office for Human Resources Management, Bureau of Equal Employment Opportunity (BEEO), to review agency equal employment opportunity files at anytime.
- b. *Executive Order 2002-4, Prohibition of Sexual Harassment in the Commonwealth*, prohibits sexual harassment by any commonwealth employee against any other employee, applicant for employment, client, or other person receiving services from or conducting business with the commonwealth; prohibits acts of sexual harassment by persons not employed by the commonwealth against employees of the commonwealth in the performance of their duties.

- c. *Management Directive 505.7, Personnel Rules*, states that every effort is to be exerted to end discrimination against members of minority groups and women at every level of employment, including recruitment, selection, appointment, promotion, training, delegation, and decision making.
- d. **Retaliation.** Retaliation against persons who have lodged a complaint, testified, assisted, or participated in any proceeding, investigation, or hearing regarding any allegation of discrimination is expressly prohibited. Retaliation includes, but is not limited to: harassing behavior, isolation, changing work assignments, making demands that appear work-related but have a retaliatory purpose, directing, prompting, or encouraging others to commit retaliatory acts.

## 6. RESPONSIBILITIES.

- a. **The Secretary of Administration** shall direct the development, implementation and administration of the commonwealth's policies governing procedures for investigation and resolution of internal complaints of discrimination, through BEEO.
- b. **The Office of Administration, Office for Human Resources Management, Bureau of Equal Employment Opportunity** shall:
  - (1) Develop and disseminate procedures for administering the policy governing the investigation and resolution of internal complaints of discrimination.
  - (2) Oversee the internal complaint process whereby applicants and employees may file complaints alleging violations of commonwealth discrimination policies.
  - (3) Provide technical assistance, information and training on investigation of internal complaints of discrimination to agency Equal Opportunity Officers and other agency staff involved in investigations.
  - (4) Where appropriate, investigate complaints of discrimination that have been forwarded from agencies due to a reasonably perceived or actual conflict of interest, or where circumstances otherwise warrant.
  - (5) When requested by complainants, after internal reconsideration, as permitted in 7. b. (11) of this directive, review agency determinations and determine appropriate disposition.
- c. **Agency Heads** shall:
  - (1) Designate a Responsible Agency Official for discrimination-related employment issues.
  - (2) Designate an agency Equal Opportunity Officer who has equal employment opportunity and human resources knowledge.
  - (3) Designate an agency official to review Requests for Reconsideration and provide notification as required in 7. b. (11) (c).

- (4) Require that all provisions of this directive and employment discrimination laws are complied with and integrated into commonwealth human resource policies and training programs.
- (5) Provide information to all employees and, upon request, to job applicants regarding the provisions of this directive, the process for investigating and resolving internal complaints of discrimination, and other avenues of recourse.
- (6) Develop and provide education and technical assistance for managers and supervisors regarding discrimination-related employment responsibilities, including the procedures for the filing of internal complaints of discrimination by employees.

**d. Responsible Agency Officials shall:**

- (1) Consider and effectuate appropriate measures consistent with applicable collective bargaining agreements or civil service rules to protect employees where necessary.
- (2) Upon completion of an investigation and receipt of the case file, meet with the agency Equal Opportunity Officer and/or the agency's legal counsel to discuss the investigation and determine whether the complaint allegations have been substantiated.
- (3) Notify the complainant of the outcome of the investigation and his/her right to internal reconsideration or appeal to BEEO as appropriate, as set forth in 7. b. (10) (11) and (12) of this directive.
- (4) Notify the alleged offender of the outcome of the investigation.
- (5) Document all actions taken and communications related to the investigation.
- (6) Receive requests for withdrawal of internal employment discrimination complaints and determine the appropriate action.

**e. Agency Legal Counsel shall:**

- (1) Provide guidance and legal advice to agency Equal Opportunity Officers as appropriate.
- (2) Upon completion of an investigation and receipt of the case file, where appropriate, meet with the agency Equal Opportunity Officer and Responsible Agency Official to discuss the investigation.
- (3) Assume responsibility for the investigation where an individual files a complaint with the Pennsylvania Human Relations Commission (PHRC), United States Equal Employment Opportunity Commission (EEOC), state or federal court, etc.
  - (a) Notify the agency Equal Opportunity Officer of such filing whether or not a previous internal complaint has been filed.

**f. Agency Equal Opportunity Officers shall:**

- (1)** Upon receipt of a complaint, issue a written acknowledgement of complaint and information on the commonwealth's mediation program.
- (2)** Upon receiving a complaint, assess whether immediate steps should be taken to protect an employee.
- (3)** Provide the following notifications:
  - (a)** Notify the Responsible Agency Official and other management personnel (who have a legitimate need to know) of the filing of the complaint.
  - (b)** Notify BEEO Director of all cases where the agency head or Responsible Agency Official is identified as the alleged offender.
  - (c)** Notify the Responsible Agency Official, BEEO Director and the Governor's General Counsel of all cases where an agency Chief Counsel is identified as the alleged offender.
  - (d)** Notify the Responsible Agency Official, BEEO Director and the agency Chief Counsel of all cases where an agency Assistant Counsel is identified as the alleged offender.
  - (e)** Notify the Responsible Agency Official in cases where actions should be taken to protect an employee.
  - (f)** Notify the Responsible Agency Official and agency Legal Counsel where an individual files with PHRC, EEOC, state or federal court, etc.
- (4)** Confer with complainant and other concerned parties, as required, and if appropriate, attempt to resolve the complaint informally.
- (5)** Create investigative files and plans, conduct investigations and upon completion of investigations, assemble case files.
- (6)** Create and maintain investigative log/chronology that documents all events, correspondence and communications.
- (7)** Maintain confidentiality and disclose information regarding the investigation only on an as need to know basis.
- (8)** Upon completion of the investigation, submit a copy of the case file to the Responsible Agency Official as set forth in 7. b. (9) (b) of this directive.
- (9)** Meet with the Responsible Agency Official and/or agency Legal Counsel to discuss the investigation.
- (10)** Maintain records and submit reports and other information as required by BEEO.

g. **Agency Managers and Supervisors** shall promptly report all internal complaints of discrimination to the agency Equal Opportunity Officer.

## 7. PROCEDURES.

### a. Filing a Complaint of Discrimination.

- (1) Employees who believe that they have been subjected to discrimination because of race, color, religious creed, ancestry, union membership, age, gender, sexual orientation, gender identity or expression, national origin, AIDS or HIV status, or disability may file a complaint with the agency Equal Opportunity Officer of the agency where the alleged act of discrimination occurred.
- (2) There is no requirement that a complaint be in writing or conform to a specific format. However, where a verbal complaint is received, and it is determined that an investigation is warranted, every effort must be made to obtain a written complaint, preferably on the standard Form STD-486C, Equal Employment Opportunity Discrimination Complaint Form; refer to Enclosure 1 of this directive.
- (3) **Timeframe.** All internal complaints of discrimination must be filed within 90 calendar days of the alleged act of discrimination.
- (4) **Conflict of Interest.** Where there is a perceived or actual conflict of interest, the agency Equal Opportunity Officer shall consult with the Responsible Agency Official to determine whether the complaint should be investigated by another agency employee or the appropriateness of submitting a request to BEEO to conduct the investigation.
- (5) **Other Avenues of Recourse.** At any time the complainant may elect to file a complaint with the following agencies within the required time frames.

#### **Pennsylvania Human Relations Commission** [www.phrc.pa.gov](http://www.phrc.pa.gov)

Harrisburg Regional Office      Voice: 717.787.9784;    TTY: 717.787.7279

Philadelphia Regional Office      Voice: 215.560.2496;    TTY: 215.560.3599

Pittsburgh Regional Office      Voice: 412.565.5395;    TTY: 412.565.5711

**Time Frame:**                      180 days from date of alleged discrimination

#### **U.S. Equal Employment Opportunity Commission** [www.eeoc.gov](http://www.eeoc.gov)

Nationwide                              Voice: 800.669.4000;    TTY: 800.669.6820

Philadelphia District Office      Voice: 215.440.2601;    TTY: 215.440.2610

Pittsburgh Area Office              Voice: 412.395.5902;    TTY: 412.395.5904

**Time Frame:**                      300 days from date of alleged discrimination

- (6) **Transfer to Legal Office.** The procedures outlined in this directive apply only to internal investigations. Whenever a complaint or action is filed in any court or outside agency, the investigation must be transferred to the agency Legal Counsel who will direct all further investigation and/or handling of the matter.
- (7) All employees are responsible for ensuring the prohibition of workplace discrimination, and therefore, are encouraged to report such acts.

**b. Investigation.**

- (1) The agency Equal Opportunity Officer shall promptly conduct an investigation of complaints alleging violation(s) of commonwealth discrimination policy.
- (2) **Acknowledgement of Complaint.** Upon receipt of a complaint, the agency Equal Opportunity Officer shall issue to complainant a written acknowledgement, which states the date on which the complaint was received and that an investigation will be initiated promptly.
- (3) **Informal Resolution.** Parties may resolve complaints on an informal basis. Upon receipt of a complaint, prior to implementation of (or at any time during) a formal investigation, agency Equal Opportunity Officers may explore opportunities for resolution. If a resolution is reached, the agency Equal Opportunity Officer should request that the complainant execute Form STD-486W, Equal Employment Opportunity Discrimination Complaint Withdrawal Form; refer to Enclosure 2 of this directive, requesting closure of the complaint based on his/her satisfaction with said resolution.
- (4) **Mediation.** The agency Equal Opportunity Officer must inform the complainant of the availability of the commonwealth's mediation program. Participation in this program is optional and does not preclude the right to an investigation or other avenues of recourse. For mediation to occur, both parties must agree to participate. If the parties elect to pursue mediation, the agency Equal Opportunity Officer must notify the BEEO Director.
- (5) **Investigative File.**
  - (a) The agency Equal Opportunity Officer shall create an investigative file to be utilized as a work file during the investigation. This file must be kept separate from the employee's Official Personnel Folder (OPF).
  - (b) The investigative file must include:
    - 1 Complaint;
    - 2 Investigative log/chronology of events;
    - 3 Acknowledgement of complaint;

- 4 Investigative plan;
- 5 Correspondence;
- 6 Witness and interview statements; and
- 7 All documents/documentary evidence related to the investigation.

**(6) Investigative Plan.**

- (a)** After receiving a complaint, the agency Equal Opportunity Officer must prepare an investigative plan. The investigative plan will serve as a road map for the investigation. The plan should be tailored to the complaint allegations and will outline all of the major steps of the investigation.
- (b)** The plan must contain the following items:
  - 1 A complete list of the complainant's allegations;
  - 2 A preliminary list of persons to be interviewed, including the complainant, the alleged offender(s), and all witnesses;
  - 3 A preliminary list of questions for all persons identified in 7. b. (6) (b) 2, above; and
  - 4 A preliminary list of documents to be reviewed.
- (c)** The plan may be modified as the investigation progresses.

**(7) Interviews.**

- (a)** The agency Equal Opportunity Officer must interview all parties and witnesses who could reasonably be expected to have relevant information.
- (b)** The purpose of conducting an interview is to impartially gather information and establish facts which will support/prove or disprove allegations.
- (c) General Procedure for Every Interview.**
  - 1 Explain the purpose of the interview (i.e., impartially gather the facts).
  - 2 Review the relevant discrimination/sexual harassment policy with the witness.
  - 3 Inform each witness of the prohibition against retaliation in 5. d. of this directive and that he/she should immediately report any alleged acts of retaliation to the agency Equal Opportunity Officer.



- 4 Only disclose allegations and facts necessary to obtain relevant information from the witnesses.
- 5 Use effective questioning to gather all facts relevant to the allegations, e.g., who, what, where, when, why, and how.
- 6 Listen carefully to the witness and ask follow-up questions as necessary.
- 7 Take detailed notes during the interview. Notes should include:
  - a Name and contact information for the witness.
  - b Date, time, and location of the interview.
  - c Questions and responses.
- 8 Interview notes must be free of opinion, bias and subjectivity.
- 9 Ask whether there are other persons who have relevant information (e.g. were there any witnesses to the incident, who were they and what did they hear or see).
- 10 Advise the witness that he/she should refrain from disclosing information about the complaint or the investigation.
- 11 Following the interview, review the notes and contact the witness for clarification as necessary.
- 12 Prepare a statement based on the interview and ask the witness to review, sign and date the statement.
- 13 In accordance with *Management Directive 590.1, Labor Relations*, when a union covered employee reasonably concludes that disciplinary action may result, the employee may request and is entitled to union representation.

**(d) Complainant Interview.**

- 1 Ask whether the complainant filed any other complaints, and if so, when and in what venue.
- 2 Ask whether the complainant is aware of other similar acts by the alleged offender.
- 3 Ask whether the complainant and the complainant's job have been affected by the alleged discrimination.
- 4 If the complainant alleges harassment, ask if any of the actions of the alleged harasser were welcome or unwelcome and whether or how this was conveyed to the alleged harasser. This may require exploration of the nature and history of the relationship of the complainant and the alleged harasser.

- 5 Ask the complainant how he/she would like to see the situation resolved.
- 6 Ask if the complainant has any other relevant information.
- 7 Avoid any promise of confidentiality, giving assurance that only those who have a legitimate need to know will be notified of the complaint. Additionally, the complainant should be advised that it will be necessary to discuss the complaint with the alleged offender.
- 8 Advise the complainant he/she will be notified of the outcome when the investigation is completed.
- 9 If the complainant is uncooperative, attempt to gain cooperation. If the complainant refuses to cooperate, make note of the refusal and consult with the Responsible Agency Official, agency Legal Counsel, and/or BEEO regarding the appropriate measures to be taken.

**(e) Alleged Offender(s) Interview.**

- 1 Explain that he/she has been identified as engaging in actions which may violate the commonwealth's policies prohibiting discrimination.
- 2 Ensure that the alleged offender understands the prohibition against retaliation as set forth in 5. d. of this directive.
- 3 Explain that the purpose of the interview is to impartially gather facts about the complaint, that no determination has been made and that you do not know the outcome of the investigation. Advise the alleged offender that he/she will be notified of the outcome when the investigation is completed.
- 4 If the alleged offender claims the allegations are false, ask why the complainant might lie, misinterpret his/her actions or provide inconsistent information.
- 5 Ask the alleged offender if there are any other persons who may be able to corroborate or confirm his/her statements, who may have witnessed any of the alleged conduct, or who may have other relevant information.
- 6 If the complainant alleges harassment occurred and the alleged offender states that all interactions were consensual; ask him/her for facts that support the defense.
- 7 If the alleged offender acknowledges any inappropriate conduct, obtain details of what happened, including; when, where, why, and the identity of any witnesses.

- 8 Ask whether the alleged offender has any other relevant information.
- 9 The alleged offender(s) must be notified of any additional allegations that emerge during the investigation and given an opportunity to respond.

**(8) Document Review.**

- (a) The agency Equal Opportunity Officer should obtain documentary evidence or witness statements which may corroborate or refute the complainant's allegations, and/or alleged offender's defense.
- (b) All documentation must be stored in the investigative file. Documentation should not be placed in the employee's OPF.
- (c) The agency Equal Opportunity Officer should not make notations on any original documents or witness statements obtained during the investigation but may annotate and retain copies as work product.

**(9) Case File.**

- (a) Upon completion of the investigation, the agency Equal Opportunity Officer shall assemble a case file, which will include the following sections:
  - 1 Table of Contents.
  - 2 Complaint.
  - 3 Investigative Plan.
  - 4 Investigative Report.
    - a A list of the complainant's allegations;
    - b The alleged offender's response to each allegation;
    - c A copy of commonwealth policy(s) applicable to the complaint;
    - d Findings of fact; and
    - e Investigative log/chronology of events.
  - 5 Correspondence. Includes all investigation-related correspondence to and from the agency Equal Opportunity Officer.
  - 6 Witness and Interview Statements. Includes a list of persons interviewed, witness statements, any other written statements submitted, and the agency Equal Opportunity Officer's written documentation of interviews.

**7** Documents. Includes copies of all documents obtained during the investigation.

- (b) Upon completion of the investigation, the agency Equal Opportunity Officer must submit a copy of the case file to the Responsible Agency Official. The Responsible Agency Official shall meet with the agency Equal Opportunity Officer and/or the agency's Legal Counsel to review and discuss the investigation.

**(10) Notification to Parties.**

- (a) The Responsible Agency Official shall notify the complainant of the outcome of the investigation. The notification shall advise the complainant of his/her rights to and procedure for filing a request for internal reconsideration and or appeal to BEEO as appropriate as set forth in 7. b. (11) and (12) of this directive.
- (b) The Responsible Agency Official shall notify the alleged offender of the outcome of the investigation.
- (c) Notifications issued in (a) and (b) above shall be documented/recorded.

**(11) Request for Reconsideration.**

- (a) Complainants who are not satisfied with the outcome of the investigation may file a request for reconsideration with the individual designated by the agency to carry out such function.
- (b) The request for reconsideration must be in writing and filed within 20 calendar days of notification of the outcome.
- (c) The Designated Agency Official shall review the request and other appropriate information as expeditiously as possible and provide written notification to complainants of the determination, and if appropriate, the right to and procedure for filing an appeal to BEEO within the timeframe set forth in 7. b. (12) (b).

**(12) Appeals.**

- (a) Complainants who are not satisfied with an agency's decision concerning a request for reconsideration may file an appeal with BEEO.
- (b) The appeal must be in writing and filed within 20 calendar days from the date of the written notification of the reconsideration determination, preferably on the standard Form STD-486A, Equal Employment Opportunity Discrimination Complaint Appeal Form; refer to Enclosure 3 of this directive.

**(13) Withdrawal of Complaint.** The complainant may withdraw his/her complaint at any time. Requests for withdrawal of complaints must be submitted in writing to the agency Equal Opportunity Officer, on the standard Form STD-486W, Equal Employment Opportunity Discrimination Complaint Withdrawal Form; refer to Enclosure 2. The agency Equal Opportunity Officer will confer with the Responsible Agency Official and depending upon the allegations and circumstances, the agency may continue its investigation.

**This directive replaces, in its entirety, *Management Directive 410.10*, dated February 21, 2008.**

**Enclosure 1 - Form STD-486C, Equal Employment Opportunity Discrimination Complaint Form**

**Enclosure 2 - Form STD-486W, Equal Employment Opportunity Discrimination Complaint Withdrawal Form**

**Enclosure 3 - Form STD-486A, Equal Employment Opportunity Discrimination Complaint Appeal Form**

## EQUAL EMPLOYMENT OPPORTUNITY DISCRIMINATION COMPLAINT FORM

COMMONWEALTH OF PENNSYLVANIA  
STD-486C REV. 11/12

CASE/DOCKET NUMBER	DATE OF COMPLAINT
COMPLAINANT'S NAME	EMPLOYEE NUMBER
COMPLAINANT ADDRESS	AGENCY NAME AND ADDRESS
COMPLAINANT CONTACT NUMBERS	AGENCY CONTACT NUMBERS
CURRENT COMMONWEALTH EMPLOYEE  <input type="checkbox"/> YES <input type="checkbox"/> NO	DATES OF ALLEGED DISCRIMINATION
BASIS OF THE ALLEGED DISCRIMINATION:  <input type="checkbox"/> RACE <input type="checkbox"/> AGE <input type="checkbox"/> SEX <input type="checkbox"/> DISABILITY <input type="checkbox"/> NATIONAL ORIGIN <input type="checkbox"/> RETALIATION <input type="checkbox"/> SEXUAL ORIENTATION <input type="checkbox"/> GENDER IDENTITY OR EXPRESSION <input type="checkbox"/> ANCESTRY <input type="checkbox"/> OTHER (SPECIFY) _____ <input type="checkbox"/> RELIGION                    _____	ALLEGED DISCRIMINATORY ACT:  <input type="checkbox"/> INTERVIEW <input type="checkbox"/> DISCIPLINE <input type="checkbox"/> HIRING/SELECTION <input type="checkbox"/> DISCHARGE <input type="checkbox"/> UNEQUAL PAY <input type="checkbox"/> HARASSMENT <input type="checkbox"/> PROMOTION <input type="checkbox"/> TRAINING <input type="checkbox"/> LAYOFF <input type="checkbox"/> OTHER (SPECIFY) _____ <input type="checkbox"/> TRANSFER                         _____
PLEASE IDENTIFY THE ALLEGED OFFENDER(S). PLEASE PROVIDE NAME, TITLE, ADDRESS AND TELEPHONE NUMBER FOR ALLEGED OFFENDER(S).	

PLEASE PROVIDE DETAILS OF THE ALLEGED DISCRIMINATORY ACT(S). (USE ADDITIONAL PAPER IF NEEDED)

PLEASE PROVIDE ANY DOCUMENTS WHICH SUPPORT THE ALLEGATIONS. PLEASE DESCRIBE ATTACHMENTS. (USE ADDITIONAL PAPER IF NEEDED).

PLEASE IDENTIFY ANY OTHER INTERNAL OR EXTERNAL COMPLAINTS, GRIEVANCES, LAWSUITS, ETC. INITIATED IN RELATION TO THIS MATTER.

COMPLAINANT'S SIGNATURE

DATE

**EQUAL EMPLOYMENT OPPORTUNITY  
DISCRIMINATION COMPLAINT WITHDRAWAL FORM**

COMMONWEALTH OF PENNSYLVANIA  
STD-486W REV. 11/12

CASE/DOCKET NUMBER	DATE OF COMPLAINT
COMPLAINANT'S NAME	EMPLOYEE NUMBER
COMPLAINANT ADDRESS	AGENCY NAME AND ADDRESS
COMPLAINANT CONTACT NUMBERS	AGENCY CONTACT NUMBERS
PLEASE INDICATE WHY A WITHDRAWAL OF THIS COMPLAINT IS REQUESTED (USE ADDITIONAL PAPER IF NEEDED)	

Please note that your request for withdrawal of your complaint will be considered. However, depending upon the allegations and circumstances, the agency may continue with its investigation.

**RETALIATION OF ANY KIND IS PROHIBITED AGAINST PERSONS WHO HAVE FILED CHARGES, TESTIFIED, ASSISTED, OR PARTICIPATED IN ANY PROCEEDING, INVESTIGATION OR HEARING REGARDING A COMPLAINT OF DISCRIMINATION**

**I HAVE NOT BEEN FORCED TO REQUEST THIS WITHDRAWAL.**

COMPLAINANT'S SIGNATURE	DATE
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## EQUAL EMPLOYMENT OPPORTUNITY DISCRIMINATION COMPLAINT APPEAL FORM

COMMONWEALTH OF PENNSYLVANIA  
STD-486A REV. 11/12

CASE/DOCKET NUMBER	DATE OF COMPLAINT
COMPLAINANT'S NAME	EMPLOYEE NUMBER
COMPLAINANT ADDRESS	AGENCY NAME AND ADDRESS
COMPLAINANT CONTACT NUMBERS	AGENCY CONTACT NUMBERS
CURRENT COMMONWEALTH EMPLOYEE  <input type="checkbox"/> YES <input type="checkbox"/> NO	DATE OF NOTIFICATION LETTER*
PLEASE INDICATE WHY AN APPEAL IS REQUESTED IN THIS CASE (USE ADDITIONAL PAPER IF NEEDED)	

\*THIS APPEAL MUST BE SUBMITTED WITHIN 20 CALENDAR DAYS OF RECEIPT OF LETTER ADVISING OF THE RECONSIDERATION DETERMINATION.

**OFFICE OF ADMINISTRATION  
OFFICE FOR HUMAN RESOURCES MANAGEMENT  
BUREAU OF EQUAL EMPLOYMENT OPPORTUNITY  
FINANCE BUILDING, ROOM 222  
613 NORTH STREET  
HARRISBURG, PA 17120  
PHONE: 717.783.1130 FAX 717.772.3302**

COMPLAINANT'S SIGNATURE	DATE
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