**Form 462 Complaints Table List (B-Tables)**

**Table B-1** FY 2019 Total Work Force, Counselings, and Complaints

**Table B-1a** FY 2019 Total Work Force, Counselings, and Complaints - Sub-Component Data

**Table B-2** FY 2019 All Timely Completed Counselings

**Table B-2a** FY 2019 All Timely Completed Counselings - Sub-Component Data

**Table B-3** FY 2019 Outcomes of All Pre-Complaint Closures

**Table B-3a** FY 2019 Outcomes of All Pre-Complaint Closures - Sub-Component Data

**Table B-4** FY 2019 Pre-Complaint ADR Offers, Rejections, and Acceptances

**Table B-5** FY 2019 ADR Pre-Complaint Resolutions (Informal Phase)

**Table B-6** FY 2019 Benefits Provided in All Pre-Complaint Settlements

**Table B-7** FY 2019 Profile Agency Timeliness Indicators (totals with and without USPS data)

**Table B-7a** FY 2019 Profile Agency Timeliness Indicators (totals with and without USPS data)

**Table B-8a** FY 2019 Complaints Filed Basis and Issues - Cabinet Level Agencies

**Table B-8b** FY 2019 Complaints Filed Basis and Issues - Medium Sized Agencies

**Table B-8c** FY 2019 Complaints Filed Basis and Issues - Small Agencies

**Table B-8** FY 2019 Complaints Filed Basis and Issues - Grand Total

**Table B-9** FY 2019 Timeliness and Cost of All Completed Complaint Investigations

**Table B-9a** FY 2019 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

**Table B-9b** FY 2019 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

**Table B-9c** FY 2019 Timeliness and Cost of All Completed Complaint Investigations

**Table B-10** FY 2019 Total Number and Average Processing Days for All Complaint Closures

**Table B-11** FY 2019 Types of Complaint Closures

**Table B-12** FY 2019 Average Processing Days (APD) All Complaint Closures

**Table B-13** FY 2019 Complaints Closed with Dismissals

**Table B-14** FY 2019 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

**Table B-14a** FY 2019 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

**Table B-15** FY 2019 Complaints Closed with Findings of Discrimination

**Table B-16** FY 2019 Complaints Closed with Findings of No Discrimination

**Table B-17** FY 2019 Average Processing Days (APD) Final Agency Decisions (FADs) and Final Orders (FOs) Fully Implementing (FI) AJ Decisions

**Table B-18** FY 2019 Average Processing Days (APD) Final Orders (FOs) Not Fully Implementing (NFI) AJ Decisions

**Table B-19** FY 2019 Total Complaint Closures Accepted/Participated in ADR

**Table B-20** FY 2019 ADR Complaint Resolutions (Formal Phase)

**Table B-21** FY 2019 Complaint Closures with Benefits

**Table B-22** FY 2019 Complaint Closures By Statute

**Table B-23** FY 2019 Summary of Pending Complaints By Category

**Table B-24** FY 2019 Agency Staff Resources

**Table B-24a** FY 2019 Contract Staff Resources

**Table B-25** FY 2019 Agency New Staff Training

**Table B-26** FY 2019 Agency Experienced Staff Training

**Table B-27** FY 2019 Contractor New Staff Training

**Table B-28** FY 2019 Contractor Experienced Staff Training