**Complaint Processing Tables-FY2020**

*Note: These data tables only include data from agencies that submitted and certified Form 462 reports. A complete list of agencies that were required to but did not submit and certify FY 2020 Form 462 reports is found on the "Agencies That Did Not Certify" worksheet.*

Agencies That Did Not Certify

Table B-1: FY 2020 Total Work Force, Counselings, and Complaints

Table B-1a: FY 2020 Total Work Force, Counselings, and Complaints - Sub-Component Data

Table B-2: FY 2020 All Timely Completed Counselings

Table B-2a: FY 2020 All Timely Completed Counselings - Sub-Component Data

Table B-3: FY 2020 Outcomes of All Pre-Complaint Closures

Table B-3a: FY 2020 Outcomes of All Pre-Complaint Closures - Sub-Component Data

Table B-4: FY 2020 Pre-Complaint ADR Offers, Rejections, and Acceptances

Table B-5: FY 2020 ADR Pre-Complaint Resolutions (Informal Phase)

Table B-6: FY 2020 Benefits Provided in All Pre-Complaint Settlements

Table B-7: FY 2020 Profile Agency Timeliness Indicators (totals with and without USPS data)

Table B-7a: FY 2020 Profile Agency Timeliness Indicators (totals with and without USPS data)

Table B-8a: FY 2020 Complaints Filed Basis and Issues - Cabinet Level Agencies

Table B-8b: FY 2020 Complaints Filed Basis and Issues - Medium Sized Agencies

Table B-8c: FY 2020 Complaints Filed Basis and Issues - Small Agencies

Table B-8: FY 2020 Complaints Filed Basis and Issues - Grand Total

Table B-9: FY 2020 Timeliness and Cost of All Completed Complaint Investigations

Table B-9a: FY 2020 Timeliness and Cost of Complaint Investigations Completed by Agency Investigators

Table B-9b: FY 2020 Timeliness and Cost of Complaint Investigations Completed by Contract Investigators

Table B-9c: FY 2020 Timeliness and Cost of All Completed Complaint Investigations

Table B-10: FY 2020 Total Number and Average Processing Days for All Complaint Closures

Table B-11: FY 2020 Types of Complaint Closures

Table B-12: FY 2020 Average Processing Days (APD) All Complaint Closures

Table B-13: FY 2020 Complaints Closed with Dismissals

Table B-14: FY 2020 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision)

Table B-14a: FY 2020 Timeliness of Merit Final Agency Decisions (FAD) (No AJ Decision) - Sub-Component Data

Table B-15: FY 2020 Complaints Closed with Findings of Discrimination

Table B-16: FY 2020 Complaints Closed with Findings of No Discrimination

Table B-17: FY 2020 Average Processing Days (APD) Final Agency Decisions (FADs) and Final Orders (FOs) Fully Implementing (FI) AJ Decisions

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Table B-21: FY 2020 Complaint Closures with Benefits

Table B-22: FY 2020 Complaint Closures By Statute

Table B-23: FY 2020 Summary of Pending Complaints By Category

Table B-24: FY 2020 Agency Staff Resources

Table B-24a: FY 2020 Contract Staff Resources

Table B-25: FY 2020 Agency New Staff Training

Table B-26: FY 2020 Agency Experienced Staff Training

Table B-27: FY 2020 Contractor New Staff Training

Table B-28: FY 2020 Contractor Experienced Staff Training