

Federal Complaints Dashboard

Version 2.0

U.S. Equal Employment Opportunity Commission

Office of Federal Operations

May 2024



Welcome to the Federal Complaints Dashboard

Welcome to the Federal Complaints Dashboard. Select a topic below and view the corresponding visualizations. Use the "Select Agency" and "Year" buttons at the top of each page to toggle data. Press Shift + ? to access the keyboard shortcuts menu. Check back as additional topics and functionalities are added.

[At a Glance](#)

[Investigations](#)

[Counselings and Complaints](#)

[Closures](#)

[Closures with Benefits](#)

[ADR \(Informal and Formal\)](#)

[Bases](#)

[Issues](#)

Table of Contents

| | |
|--|-------------------------------------|
| Overview of the Federal Complaints Dashboard | Error! Bookmark not defined. |
| Navigating Through the Federal Complaints Dashboard | 4 |
| Step 1: Select Your Topic | Error! Bookmark not defined. |
| Step 2: Launch the Selected Dashboard Page | Error! Bookmark not defined. |
| Step 3: Select the Agency to View the Statistics..... | Error! Bookmark not defined. |
| Step 4: Select the Fiscal Years to View the Statistics..... | Error! Bookmark not defined. |
| Step 5: Select the Basis to View the Statistics | 7 |
| Step 6: Select the Issues to View the Statistics | 8 |
| Item List..... | 9 |

Overview of the Federal Complaints Dashboard

The Federal Complaints Dashboard (FCD) reports agency-level federal sector complaint data starting from fiscal year (FY) 2013. The FCD complements the complaint tables, also known as B-Tables found on the U.S. Equal Employment Opportunity Commission's [Federal Sector Reports webpage](#). The EEOC collects this data from the *Annual Federal Equal Employment Opportunity Statistical Report of Discrimination Complaints (Form 462)*, which are submitted and certified by Federal agencies.

The Federal Complaints Dashboard allows the user to view key complaint statistics for all Form 462 agencies. Currently, the dashboard consists of the following topics:

- Federal Sector EEO: At a Glance
- Investigations
- Counselings and Complaints
- Closures
- Closures with Benefits
- ADR (Informal and Formal)
- Bases
- Issues

Additional functionality and content will be added as we continue to develop this platform.

Navigating Through the Federal Complaints Dashboard

To access the FCD, visit EEOC's [Federal Sector Reports webpage](#). Navigate to the Federal Complaints Dashboard page found under the "Annual Reports on the Federal Workforce" section. The Federal Complaints Dashboard page provides an overview of the dashboard and additional resources, including a link to the Federal Complaints Dashboard, and a link to the section 508 compliant excel data tables used to create this dashboard. To access the dashboard, select the Federal Complaints Dashboard link.

Step 1: Select Your Topic

After navigating to the dashboard, the first page will be the Federal Complaints Dashboard Homepage. On the FCD Homepage, the user can select from a variety of topics:

- Federal Sector EEO: At a Glance
- Investigations
- Counselings and Complaints
- Closures
- Closures with Benefits
- ADR (Informal and Formal)

Figure 1. Federal Complaints Dashboard Homepage



Step 2: Launch the Selected Dashboard Page

On the FCD Homepage, select your topic to launch its dashboard page. On each

dashboard page there are variety of functions available to review the data, for instance filters, charts, and graphs. After reviewing the selected data, the user can return to the FCD homepage by selecting the HOME button at the bottom of each page. Repeat the process on the FCD homepage, to launch another dashboard page.

Figure 2. Launch the Selected Dashboard Page



Figure 3. Return to the Homepage



Step 3: Select the Agency to View the Statistics

Select one or multiple agencies using the “**Agency Name**” option. This option filters the data to the selected agencies. As you cycle through the list of agencies, the data displayed on the page will change accordingly.

Figure 4. Select the Agency

The screenshot shows a web interface for 'Federal Sector Investigations'. On the left, there is a filter section titled 'Agency Name' with a dropdown menu currently set to 'All'. A red arrow points to the 'All' option. Below the dropdown is a list of agencies with checkboxes, including 'Administrative Conferen...', 'Advisory Council on His...', 'African Development A...', 'Agency for International...', 'American Battle Monu...', 'Arctic Research Commis...', 'Barry Goldwater Scholar...', and 'Bureau of Consumer Fin...'. On the right, a table displays investigation statistics:

| FY | Total Investigations | Average Processing Days |
|------|----------------------|-------------------------|
| 2013 | 10,175 | 144 |
| 2014 | 11,283 | 134 |
| 2015 | 10,983 | 130 |
| 2016 | 11,442 | 143 |
| 2017 | 12,028 | 127 |
| 2018 | 12,128 | 133 |

Step 4: Select the Fiscal Years to View the Statistics

Select one or multiple fiscal years using the “**Fiscal Year**” option. This option filters the data to the selected fiscal years. The fiscal years range from 2013 to 2020. As you cycle through the fiscal years, the data displayed on the page will change accordingly.

Figure 5. Select the Fiscal Year

The screenshot shows the same web interface as Figure 4, but with the 'Fiscal Year' filter activated. The 'Agency Name' dropdown is still set to 'All'. Below it, a range selector is shown with '2013' and '2018' selected, and a red arrow points to the '2018' selection. The table on the right now only displays data for the selected years:

| FY | Total Investigations | Average Processing Days |
|------|----------------------|-------------------------|
| 2013 | 10,175 | 144 |
| 2014 | 11,283 | 134 |
| 2015 | 10,983 | 130 |

Step 5: Select the Basis to View the Statistics

Select one or multiple bases using the “**Basis**” option. This option filters the data to the selected bases. As you cycle through the list of bases, the data displayed on the page will change accordingly.

Figure 6. Select the Basis

Basis

All

- AGE
- AMERICAN INDIAN / ALASKA NATIVE
- ASIAN
- BLACK/ AFRICAN AMERICAN
- COLOR
- Disability-Mental
- Disability-Physical
- EPA-Female
- EPA-Male
- GINA
- National Origin - Latin

Sex-Male

Sex-Female

REPRISAL

RELIGION

PREGNANCY DISCRIMINATION ACT

NATIVE HAWAIIAN/ PACIFIC ISLANDER

OTHER

Step 6: Select the Issues to View the Statistics

Select one or multiple issues using the “Issue” option. This option filters the data to the selected issues. As you cycle through the list of issues, the data displayed on the page will change accordingly.

Figure 7. Select the Issue

Issue

All

- A. APPOINTMENT/HIRE
- B. ASSIGNMENT OF DUTIES
- C. AWARDS
- D. CONVERSION TO FULL TIME
- D. CONVERSION TO FULL TIME/PERM STATUS
- E. DISCIPLINARY ACTION
- F. DUTY HOURS
- G. EVALUATION/APPRAISAL
- G. PERF. EVAL./APPRAISAL
- H. EXAMINATION/TEST
- I. MANAGEMENT

E. DISCIPLINARY ACTION

L. PROMOTION/NON-SELECTION

U. TERMS/CONDITIONS OF EMPLOYMENT

B. ASSIGNMENT OF DUTIES

N. REASONABLE ACCOMMODATION

V. TIME AND ATTENDANCE

G. PERF. EVAL./APPRAISAL

K. PAY INCLUDING OVERTIME

T. TERMINATION

M. REASSIGNMENT

Item List

| Data Item | Definition |
|--|---|
| Agency | A list of Form 462 parent and/or sub-component data agencies |
| Agency Investigations | Total investigations completed by agency investigations. |
| Complaint Closures-APD | Average processing days for all complaints closed at an agency. |
| Contract Investigations | Total investigations completed by contract investigators. |
| Formal ADR Offer Rate | The number of ADR offers made to individuals for formal complaints. |
| Informal ADR Offer Rate | The number of ADR offers made to individuals for pre-complaint counselings. |
| Investigations-APD | Average Processing Days for completed agency and contract investigations. |
| Total Counselings | Total EEO counselings reported by an agency during the fiscal year. |
| Total Complaints | Total EEO complaints reported by an agency during the fiscal year. |
| Total Closures | Total complaints closed at an agency during the fiscal year. |
| Total Investigations | Total investigations completed at an agency. |
| Total Investigations Costs | Total cost of investigations completed by agency and contract investigators. |
| Total Monetary Benefits for Complaint Closures | Total monetary benefits awarded for complaints closed at an agency. |
| Total Workforce | Total permanent and seasonal employees at the agency. |
| Types of Complaint Closures | How a complaint is closed at an agency, whether settlement, finding, withdrawal, etc. |