



Office of Equal Employment Opportunity (OEEEO)



Locally Employed Staff Informal Complaint Process

In order to preserve a fair and respectful work environment, CDC offers locally employed (LE) Staff who are non-U.S. citizens an informal process to have their complaints properly heard and addressed. This process is different from the standard EEO process available to U.S. citizens because formal EEO processes do not apply to non-U.S. citizens, including most LE Staff. LE Staff are not entitled to take advantage of U.S. EEO laws.

LE Staff must ordinarily reside in the host country of the CDC overseas country office and:

1. Be hired by CDC under Chief of Mission (COM) authority on a [22 U.S.C. § 2669\(n\)](#)  (Personal Services Agreement); or
2. Be hired under [5 C.F.R. § 8.3](#)  (appointed LE Staff)

LE Staff with U.S. citizenship may engage with the formal [EEO complaint process](#). For a visual overview of the complaints process, view the [EEO Complaints Process Flowchart](#). 

CDC has created an informal EEO complaint process for CDC LE Staff who wish to register a complaint against a CDC employee, including a CDC U.S. citizen Direct Hire employee or CDC LE Staff appointed under [5 C.F.R. § 8.3](#) .

If an LE staff person wishes to file an informal complaint:

A [standard operating procedure](#)  has been developed that outlines the process LE Staff should follow to register an informal complaint.

Additional information is available on the [FAQs page](#) .

- The LE staff person must initiate contact with OEEEO within 45 days of the alleged discriminatory event.
- During an initial interview, the EEO counselor will explain the informal complaint process and inform the LE staff person of their rights and responsibilities moving forward with the informal complaint process or offer Alternative Dispute Resolution (ADR).
 - If the LE staff person accepts ADR, the matter will be referred to ADR and 90 days will be added to the process.
- The LE staff person may choose a representative, either a U.S. direct hire or a LE Staff, from within the Mission to help them with any part of the proceedings. Unless inconsistent with local law, no representation from outside the Mission may be used.
- The Notification of Informal Complaint Letter will be sent to all applicable parties and the EEO counselor will schedule a meeting with the responsible management official to discuss allegations and remedies.
 - All claims of sexual harassment will require/trigger a third-party investigation.
- The EEO Counselor will work with all parties to facilitate a resolution.
- If the matter is not resolved, the LE Staff will receive a closure letter and be advised of available steps.

If an LE staff person accepts ADR to mediate a complaint:

- The Associate Director for Overseas Operations Office or designee will participate in the mediation, along with the Responsible Management Official.

- The LE staff person may choose a representative, either a U.S. direct hire or a LE Staff, from within the Mission to help them with any part of the proceedings. Unless inconsistent with local law, no representation from outside the Mission may be used.
- The mediator will work with all parties to reach a resolution.

For more information on EEO complaints, contact the CDC EEO Complaints and Adjudication Team at (770) 488-1225 or EEOComplaints@cdc.gov.

For more information on the ADR process, contact the team at (770) 488-3090 or ADRCustomerService@cdc.gov.

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