

Jurisdiction

EEO does not investigate complaints that are:

- a) Clearly frivolous;
- b) Untimely according to guidelines established by city, state, or federal agencies;
- c) Already under investigation by an external city, state, or federal agency. EEO responds directly to the applicable agency in such cases;
- d) Issues covered by a union contract, i.e. seniority.

In case of dispute, the Sr. Director EEO/Diversity Initiatives, makes the final determination regarding whether your complaint has merit. If your complaint is not about discrimination as defined in this brochure, you should ask the EEO staff about the process for filing an Employee Relations complaint.



Donald A. Orseno
Executive Director

Countess P. Cary, Sr. Director
EEO/Diversity Initiatives Department

EEO/Diversity Initiatives Department
547 W. Jackson Boulevard
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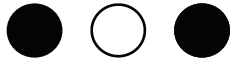
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Internal Complaint Procedure



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EEO Internal Complaint Procedure

If you believe any Metra employee (supervisor or co-worker) has subjected you to illegal discrimination or retaliation, and the issue cannot be resolved by mediation, you should use the following internal complaint procedure.

On an internal complaint form, submit a written and signed complaint to the EEO/Diversity Initiatives department (EEO), if possible, within 30 calendar days of the act of discrimination. Waiting longer than 30 calendar days to report possible discrimination makes a timely and effective investigation more difficult. Initial contact may be made by telephone; however, a written complaint must be submitted to EEO as soon as possible after the initial telephone contact.

Your written complaint should include a detailed description of the incident or act of discrimination, the names of any witnesses, and the remedy you seek. Your complaint must state why you believe the incident or act about which you are complaining constitutes discrimination. EEO staff is ready to assist you with the composition of the complaint, if you so request.

EEO cannot promise you complete anonymity during an investigation of your complaint; however, it strives to maintain confidentiality of all internal employee complaints of discrimination and discloses information in your complaint only if it is necessary for a thorough and fair investigation. EEO asks that you also respect the sensitive nature of the investigation of your complaint and that you do not disclose any facts or findings to other employees.

Upon receipt of your completed complaint form, the Sr. Director EEO/Diversity Initiatives/EEO Staff will conduct a thorough investigation. The investigation will include, but is not limited to:

1. Meeting with and interviewing you as the Complainant.
2. Interviewing witnesses and appropriate management officials;
3. Retrieving and reviewing records and other documentation;
4. Sending written notification to you of the results of the investigation;
5. Where appropriate, making recommendations to your manager or supervisor of corrective action they should take.

Determination

In most cases, EEO will send you written notification of the results of its investigation of your complaint within ninety (90) days. If you request, EEO staff will meet with you to explain the findings. In those cases where EEO's investigation did not substantiate your complaint, or you reject the remedy EEO proposes, you have the right to pursue your complaint with the appropriate city, state, or federal enforcement agency.

Counseling and Mediation

Oftentimes, complaints can be promptly resolved through direct, mediated communication, avoiding a time consuming internal investigation. EEO offers its services as a neutral mediator for resolving conflicts or facilitating better communication between Metra employees and/or their supervisors.

There are times when you may not be sure if an employee or supervisor's actions constitute discrimination. In these situations, EEO is available for individual employee counseling about the most effective strategy for addressing concerns of possible discrimination or retaliation.

For a copy of the full text of the EEO Internal Complaint Procedure, contact the EEO department.

Discrimination is any act, or failure to act, that has the purpose or effect of limiting, excluding, denying a person employment, or the benefits of employment, because of the person's race, color, religion, national origin, ancestry, citizenship status, age, sex, (sexual harassment is a form of sex discrimination), sexual orientation, gender identity, marital status, veteran's status, armed forces reserve or national guard status, unfavorable military discharge, physical or mental disability, arrest record, order of protection status, or any other protected category. Retaliation against employees that make bona fide discrimination/harassment complaints is prohibited; as is, aiding, abetting or coercing someone to discriminate.

Retaliation (reprisal) is any act of differential treatment in any aspect of employment taken against an employee who has protested or complained about illegal discrimination or violation of Metra's EEO and/or Sexual Harassment policies.



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