

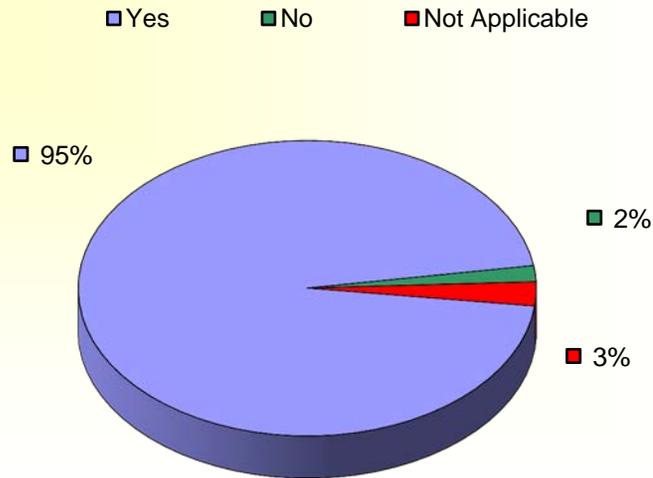
## U.S. Department of Homeland Security DCR Customer Service Assessment

DCR Customer Service Assessment

Assessments Total: 114

Upon requesting EEO counseling from DCR- were you provided written notification of your rights and responsibilities in the EEO complaint process?

Yes	109
No	2
Not Applicable	3
<b>Total:</b>	<b>114</b>

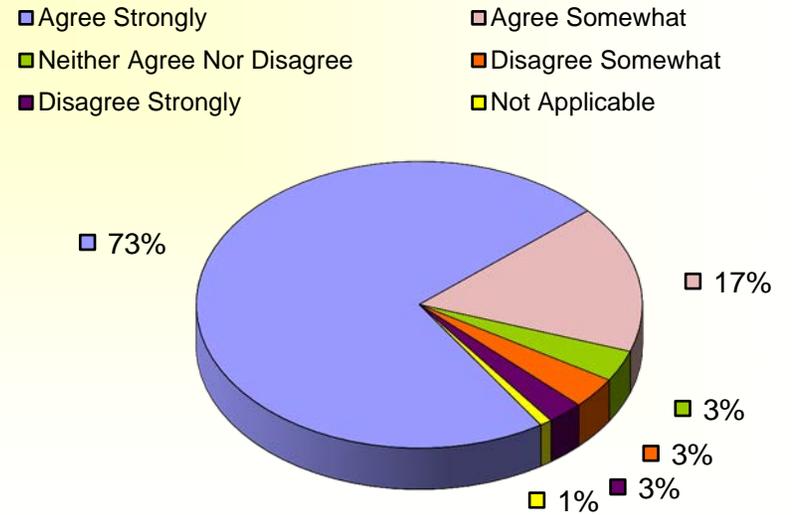


Data Type: Closed Informal Complaints

Data Date: FY2012 - 1st - 4th Quarters

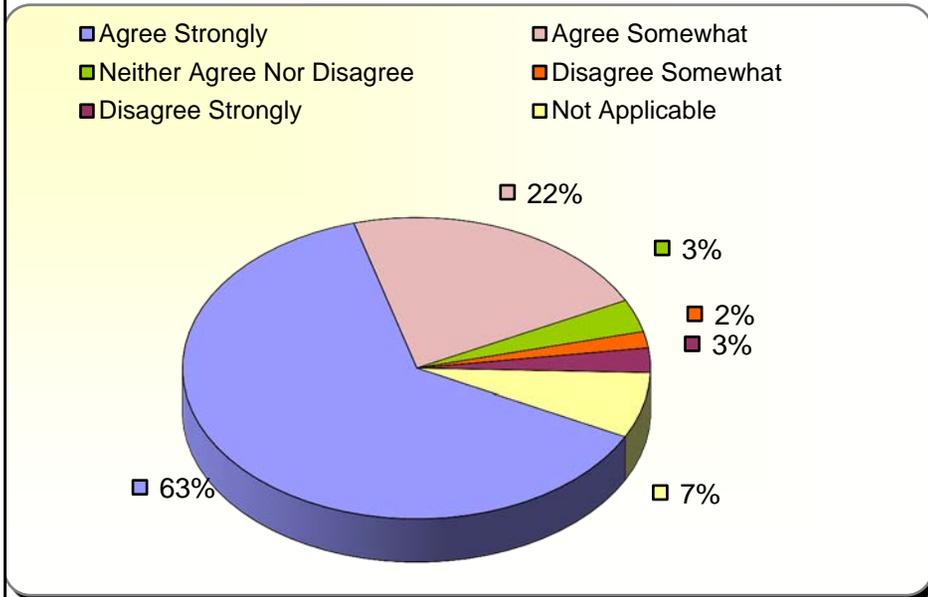
The DCR staff handled my EEO issue or concern in an unbiased manner.

Agree Strongly	83
Agree Somewhat	19
Neither Agree Nor Disagree	4
Disagree Somewhat	4
Disagree Strongly	3
Not Applicable	1
<b>Total:</b>	<b>114</b>



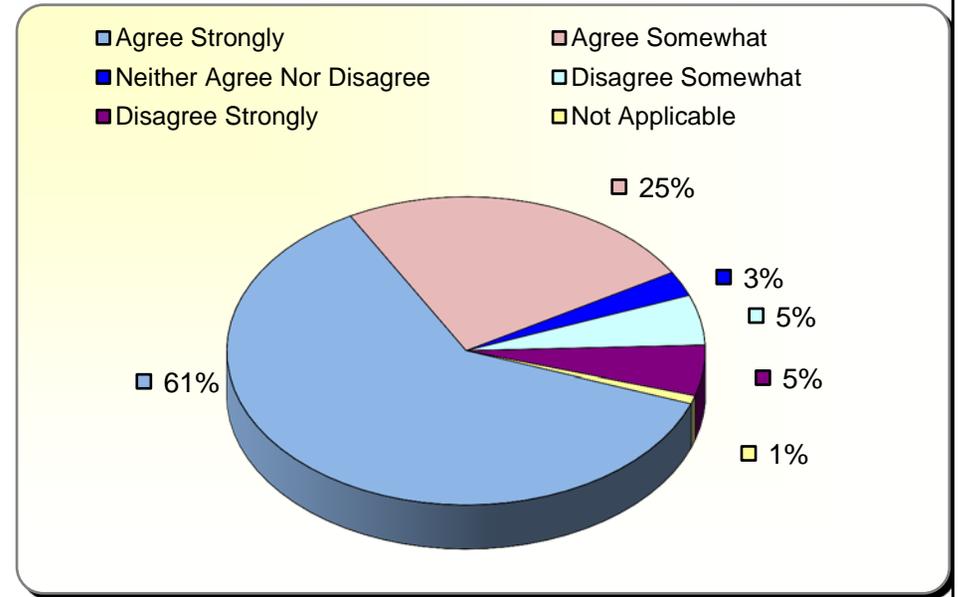
The mediation process was discussed with me to my satisfaction when I met with an EEO Counselor.

Agree Strongly	72
Agree Somewhat	25
Neither Agree Nor Disagree	4
Disagree Somewhat	2
Disagree Strongly	3
Not Applicable	8
<b>Total:</b>	<b>114</b>



Overall- I am satisfied with DCR's handling of my issue or concern.

Agree Strongly	70
Agree Somewhat	28
Neither Agree Nor Disagree	3
Disagree Somewhat	6
Disagree Strongly	6
Not Applicable	1
<b>Total:</b>	<b>114</b>



Please let us know how we can improve our service to you or if you have a specific concern.

Please note that I was not the complainant however it appears that everything was handled well.

The EEO Counselor was excellent her patience-- handling and explaining the process to me.

The EEO Counselor showed a superb understanding of the EEO process. She provided an unbiased assistance.

The EEO Counselor did a fine job considering this is not a pleasant issue to handle.

There nothing to improve!!!! The EEO Counselor did everything right and was a great help with ALL my concerns. GREAT JOB!!!!

KEEP UP THE GOOD WORK!!!! SHE SHOULD BE PUT IN FOR A CASH AWARD!!!! SHE HAS MY VOTE!!

Everyone was great! I would recommend it highly!

Purchase new fax machines for DCR counselors-- They should have state of the art equipment for the important work they do. Sometimes they are the only recourse an employee has.

I don't have a specific concern-- but I wanted to pass on my appreciation of this EEO Counselor-- in Detroit-- MI. She stayed close to my situation from the start to finish of my informal complaint. She was very-- very professional and provided me with the necessary information I needed during the informal complaint process. She really made things a lot less frustrating for me and I truly appreciate it!!

It would be better if the interview was in person and not over the phone.

I commend my EEO Counselor for her commitment to the DCR mission. My EEO Counselor was professional-- prompt and responsive. I knew she was doing her best in her capacity as my EEO Counselor and I felt that she understood that this was a difficult situation for me.

The service I received was fantastic. The EEO Counselor is a professional. Thanks!

Unfortunately-- once mediation was declined on the part of my employer the mediation person did not call and inform me. That made me feel like she knew something and wasn't telling me. I believe it would have been more appropriate for the mediator to contact me (and my eel counselor) and give me my options opposed to JUST telling my counselor.

I met with DCR and resolved by issue via mediation at the informal level. I felt the issue had been resolved and was waiting for a signature from head quarters on the agreement. While waiting for a signature I was advised I need to file formally indicating that my issue could not be resolved. I asked why I would need to file formally if an agreement was in place that met with my approval and was just awaiting a signature. I was told to file just in case the agreement does not receive a signature. This makes no sense. I was also advised I had 15 days to file even though according to the agreement in place-- the issue was resolved and is just waiting for a signature. Don't I need to wait for denial before I can say the issue could not be resolved? It does not make sense to me.

I was satisfied with the handling of my situation.

Need to post DCR bulletins in employee areas at the Ronald Reagan Building. When I submitted my EEO-- I couldn't find the CBP representatives point of contact information and I had to ask around to locate the office.

I had a very good experience with the process.

So far with my experience the reps are courteous and knowledgeable in assisting me through the complaint process.

I was very disappointed in the outcome of the mediation. IT wasn't so much that I wanted my request as much as I wanted a way of reducing the stressful situation I was in. It was extremely obvious that management sole purpose was to get me to drop the complaint. They didn't care what I have been through-- how stressed I have been nor even cared other than using tactics to get me to drop the complaint. In management's position-- they took me wanting mediation as a threat-- not a time of talking out a situation. They were more interested in telling me no in everything and had no indication that they even cared I have had issues. They wanted the EEO mediation off their list. The reason why I didn't do a follow-up due to their attitude. It was extremely stressful working around them during the time of the EEO mediation. When I dropped it-- they were not as stressful to work around. I realized that the mediation would not solve the issues and things between my supervisor and I are very cold now. I think they looked at this mediation process very differently from me. They treated it as a threat rather than a mediation which put me in a very difficult position. I can tell that my work performance has dropped-- I'm exhausted-- burned out and I realized that management is not mature enough to handle such situations. This EEO mediation was a big mistake and I can't turn back the clock to erase it. My views and concerns were not completely heard. I was rushed to get to a decision which basic was so management could tell me NO. Management also "counseled" or "lectured" to me which was extremely patronizing. I have less respect now for my management than ever before. I must respect them for their position. But this mediation did more harm than any good. I think they looked at this mediation process very differently from me. They treated it as a threat rather than a mediation which put me in a very difficult position. I can tell that my work performance has dropped-- I'm exhausted-- burned out and I realized that management is not mature enough to handle such situations. This EEO mediation was a big mistake and I can't turn back the clock to erase it. My views and concerns were not completely heard. I was rushed to get to a decision which basic was so management could tell me NO. Management also "counseled" or "lectured" to me which was extremely patronizing. I have less respect now for my management than ever before. I must respect them for their position. But this mediation did more harm than any good

Regarding number 3 above: a) I never met with the DCR mediator or an EEO Counselor. I only spoke to them on the phone or via email. b) There was a mediation process-- but I was not aware that the manager involved in my complaint would be in a separate office. There was no way of verifying that she was actually alone in her office. I find it very hard to believe that she was because of the way the mediation began and how it ended. c) My privacy and confidentiality were compromised due to the location of the office I was in & the use of a speaker phone. d) Originally-- the email the manager and I received from DCR regarding the time of mediation was incorrect (7am Pacific Time) and I alone had to correct this issue between the manager involved and the DCR staff. e) Finally-- due to the result of not resolving the issue with management during mediation-- I had to meet with them again including two more supervisors.

My DCR Counselor was inept in handling my case to the point I was advised by her Director to include in my formal EEO complaint the issues I experienced during the informal stage. I had been told DCR Counselors were management representatives who sought to minimize management's exposure and this unfortunately turned out to be the case. It is inexcusable that employees are not provided unbiased assistance.

When decisions are made and agreed to during mediation-- all parties should sign the agreement at that time. In this case the agreement suggested by the CBP representative was later reneged on almost 2 weeks later. This only lengthens the process and makes it appear that CBP is inflicting more harm on the complainant.

No concerns. Very satisfied with the performance of the DCR.

The DCR Counselor was very professional and pleasant-- she was also very helpful. However-- the EEO process via CBP is in general-- is a joke. Only the EEOC can resolve discrimination with regard to CBP employees and CBP management.

It may be helpful to determine whether the Mediation process is the right type of forum for the type of complaint. In my case-- I do not believe that mediation was applicable to my situation.

My experience with the DCR has been wonderful-- there isn't anything that needs improvement.

Mediation was not successful due to management not having the selecting management official present to answer questions being asked.

I truly wish this process could have been implemented before the judgment of the port was rendered. I feel as though if someone chooses to use this route-- management should postpone their judgment until after this process.

I understand the "unbiased" approach. However-- you should make it clear to complainants that you are powerless from taking any action against upper management even when they are clearly violating policy or "good faith" mediation actions.

The EEO Counselor was excellent. She was in constant contact with me keeping me informed on my case. She was very professional and made me feel at ease with the situation. I am greatly appreciative of the help I received from EEO and the EEO Counselor.

The EEO Counselor was a virtual font of EEOC knowledge and very friendly and efficient. I would recommend her to anyone facing these issues at work. The EEO Counselor is a benefit to the Service and I appreciate her greatly.

Well after the mediation I was told that a settlement agreement had been reached when in fact one was only brought up my myself. Also I would have liked to have a hard copy of the final settlement agreement as its terms have changed. Likewise the last chance agreement I think the time to file a formal complaint should be extended to 30 days.

I am very satisfy with the personable assistance-- tone of voice and speed my case was handle in. You need more Counselors like my EEO Counselor.

I think that EEO counselors at CBP should be trained on remaining unbiased throughout the EEO process. I felt that my counselor became duly influenced by management's response and neglected to resolve the matter as a neutral consultant.

My understanding at the conclusion of our telephonic counseling was that I had to do the mediation. Later on I realized it was voluntary-- and confirmed that with my counselor-- but chose to do the mediation anyway. Also-- I felt somewhat "influenced" into holding the mediation in the office of the management representative-- after having first declared I'd rather have it in a neutral spot. The DCR Specialist was pretty insistent that I should hold it in that office-- to demonstrate my willingness to cooperate. The mediation was a disaster-- and part of the reason was the management representative acted as though it was "turf"-- psychologically. And no "in-person" mediator could be found locally-- so it was akin to a conference call-- with the mediator on a speakerphone. Disastrous. If one party can't be in person-- ALL parties should be on the phone-- in my opinion. Again-- the DCR Specialist was pretty insistent the "in-person" thing would show cooperative spirit. Bad advise all around.

The counselor I was assigned to did not appear to be experienced or knowledgeable-- did not capture evidentiary information in the report-- information was incomplete-- and the report was conjecturable. I was very dissatisfied when I read the report.

The EEO Counselor was fantastic to work with and handled the situation very professionally.

This is a good program but didn't resolve my issue.

When a person files a complaint-- they (I) are usually under lots of stress. I decided to cancel my complaint and signed the paperwork. A couple of weeks later-- after calming down some-- I asked if I could still re-file my claim but I could not according to the paperwork. There is no advocate to help out the person who needs it most.

The only thing that has me concerned is that if you choose to move forward with the EEO process-- I heard that it takes years for resolution. That can not happen. Expedition of the process must take place.

Scheduling of appointment was very unorganized. I had to contact agent several times before any appointment was generated.

During the arbitration phase-- the other party brought someone (Her Supervisor) along to represent herself I did not have or thought it necessary for to do this. In hindsight I wish I had brought someone along to represent my self. I probably wish I had been told that the other party would be bringing someone to represent her.

I was new to the EEC complaint process and I found it very cumbersome. There should be more written material provided the complainant 'simply' identifying the work process. The assessment was completed to the best of my knowledge.

I stated agree somewhat in #2 and 4 because the EEO Counselor and I had issues in the beginning because she was involved in a previous complaint file and how she came across in a previous complaint that she counseled me on. In the middle towards the end of counseling-- The EEO Counselor did a great job as the go between in getting an agreement signed. I feel the mediator was not totally neutral. It appears that the management official either knew the mediator-- spoke with the mediator or there was some kind of relationship that she had with the mediator prior to going into the mediation because the management official kept getting confirmation or approval from the mediator of what she was stating; the mediator came across as convincing me to agree what the management official was stating-- but she did not do the same for me and/or the number of times she did it for the management official. Mediators have no right to that information. They should be taking notes for the agreement or not. The mediator did not provide all the information in the minutes to help the EEO Counselor prepare the settlement agreement and that was one of the reasons why the EEO Counselor was going back and forth-- which frustrated management and me. Mediation in part is to attempt a resolution if not an understanding what happened. I believe the management official was "short" when I kept asking questions on the same subject to get an understanding. I understand the manager's time is valuable; however-- when you enter into the mediation process-- you need to have patience; especially in my situation with 4 1/2 years of acts. I disagree with two statements that the manager made in the mediation: 1) management can do what management can do for the "spirit" of the organization. In this situation-- EEOC regulation was ignored-- and 2) there are "systems" in place that management can do what management wants to do to an employee. What happened to communicating with the employee to find out what happen so not to give disciplinary action. We should be about communication not punishment because your position dictates it unless it is for example: insubordination-- AWOL.... the manager stated that employees do not like to get the punishment they get-- well who does when you can speak with the person if it is the first time or even second if the employee does not know. I asked the question about management not being held accountable for his/her actions and did not get a response.

The EEO Counselor is very professional-- and treated me very respectfully.

An in person process would be better than mediation via telephone.

The EEO Counselor was very professional and a pleasure to work with during a difficult situation. She is a credit to your department.

I have no concerns. The EEO staff handled my concerns in a very professional manner.

The EEO Counselor made me feel comfortable with the process and-- at ease . She explained in detail the EEO process and-- answered all my questions. I will be always grateful for help.

The DCR office did everything right in my case. The outcome was handled through mediation.

Thanks to the EEO Counselor and everyone involved. Thank You.

The counseling aspect of the complaint process was handled well-- but the mediation was clearly a waist of time from the moment the appointment was made. I was told to reserve between 6 and 8 hours for mediation and then mediation was set for 2:00 p.m. on a Friday afternoon-- clearly they were not anticipating spending much time . During the course of mediation I was told that while they sympathized with my frustration -- the only thing they could suggest was that I keep applying but that it was unlikely I would have any better luck in the future. Frankly I think this was a second admission that older workers need not apply.

DCR person was outstanding.

The "Accused" was designated as the "Government's Representative" in the Informal Process for possible Mediation. No EEO Victim should EVER be expected to sit across from the "ACCUSED" and PLEAD their CASE to the "ACCUSED" about the "ACCUSED". I thought the Government's Representative was supposed to be in a position of Authority to hypothetically implement a potential compromise as a result of the Mediation process. Due to the FACT that Higher Authority above the accused apparently allowed the Accused to be designated as the Government's Representative is testament to the FACT that Mediation-- in this particular case-- was NOT a viable alternative. In my humble opinion-- this clearly demonstrates that the system does NOT work the way it was intended. In fact-- such decision(s) make a mockery of the entire EEO process-- as well as-- makes the victims of discrimination feel as though they are on their own and that the EEO process is nothing more than a philosophy; not something we really embrace as an organization or agency.

Very little help is provided in resolutions to the ongoing issues. Most questions with management go unanswered. Basely you need an attorney to get things properly addressed.

Everything was handled efficiently and with care-- I believe no changes are required.

I was told that the remedy for my situation would be that IA would come to our office and offer the change for employees to discuss the issues regarding the offender. When IA came to the office they would only permit us to answer their written questions in an affidavit and when I asked to speak with them about the issues I was told that they were not there to talk about it-- written affidavits taken and nothing more. I am disappointed in the outcome and got the feeling that the issues are going to be swept under the rug. I do not believe that this was the fault of the EEO counselor as she was excellent to work with.

The EEO Counselor is not biased.

I wish to add that the EEO Counselor was very professional and helpful through out this process.

The EEO Counselor responded professionally and appropriately. However-- her efforts were ultimately useless when the mediation process took place and there was no serious effort to resolve the issues at mediation. It was clear from the outset when I was advised to set aside 6 to 8 hours for mediation and then the mediation was scheduled for 2:00 pm on a Friday that no one was taking the process seriously but were rather going through the motions. Ultimately-- it was a waste of time and effort.

The EEO Counselor was excellent. She explained everything to me very thoroughly and made sure I understood everything. She was very clear about what she could and could not do-- and I respected that.

I cant think in anything to improve the process.

I believe my counselor did an excellent job communicating the issues/process to me-- very neutral and professional. However-- the management official who my mediation was set up with (the DFO)-- was clearly not the deciding official-- or at least he claimed not to be the deciding official. Managers should not pretend to be the deciding officials-- if they can't do anything and cannot or are not willing to find the answers to the issues that are raised to them in mediation. It wastes everyone's time-- and negates the purpose of the informal DCR process.

No concerns. I commend the EEO Counselor for being so patient--respectful and professional. Thank you.

I was disappointed in that the proper personnel (management) was not interviewed. Its seems the strategy was not to get interview people with true knowledge.

Just getting a hold of a EEO Counselor here in Florida was impossible. I tried all the numbers and had to call Texas. Something needs to be done about this.

This program does not work. Employee are subjected to ongoing discrimination and retaliation by management personnel . The DCR personnel ask questions to solicit answers beneficial to management and states that they are unbiased but I do not believed that to be true. There is no corrective action for mangers that violates a employee rights. This program gives the employee false believed that the appropriate corrective action will be taken . However once an employee files a report with DCR then they are subjected to ongoing discrimination and retaliation. This program should be disbanded . It is just a program to say that the agency has a program to ensure that all is treated equally but that is far from the truth.