

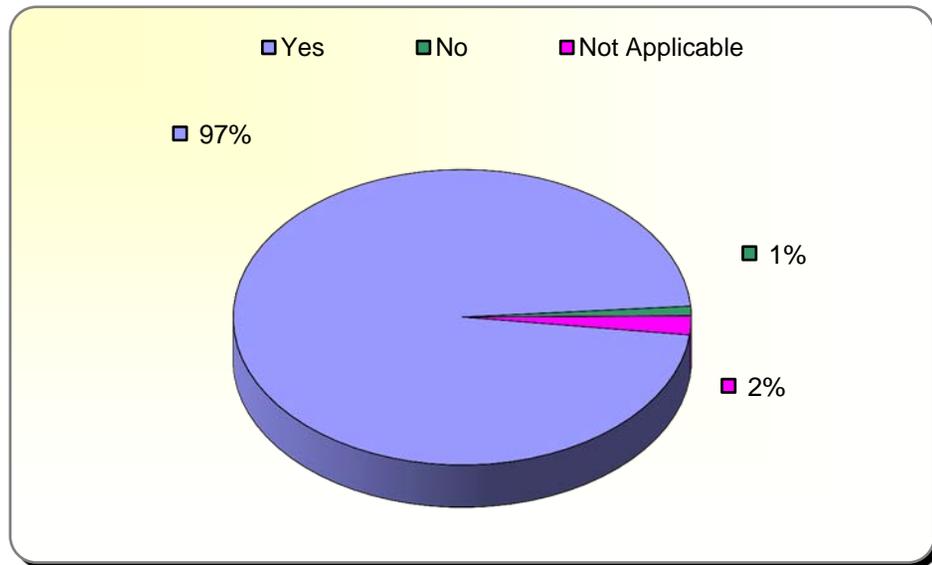
U.S. Department of Homeland Security DCR Customer Service Assessment

DCR Customer Service Assessment

Assessments Total: 96

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

Yes	93
No	1
Not Applicable	2
Total:	96

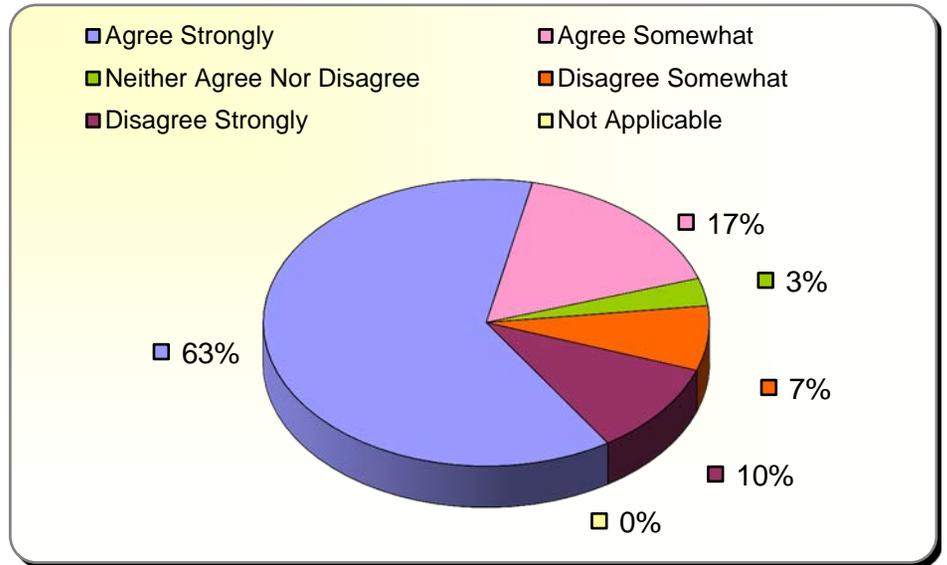


Data Type: Closed Informal Complaints

Data Date: FY2013 During 1st- 3rd QTR

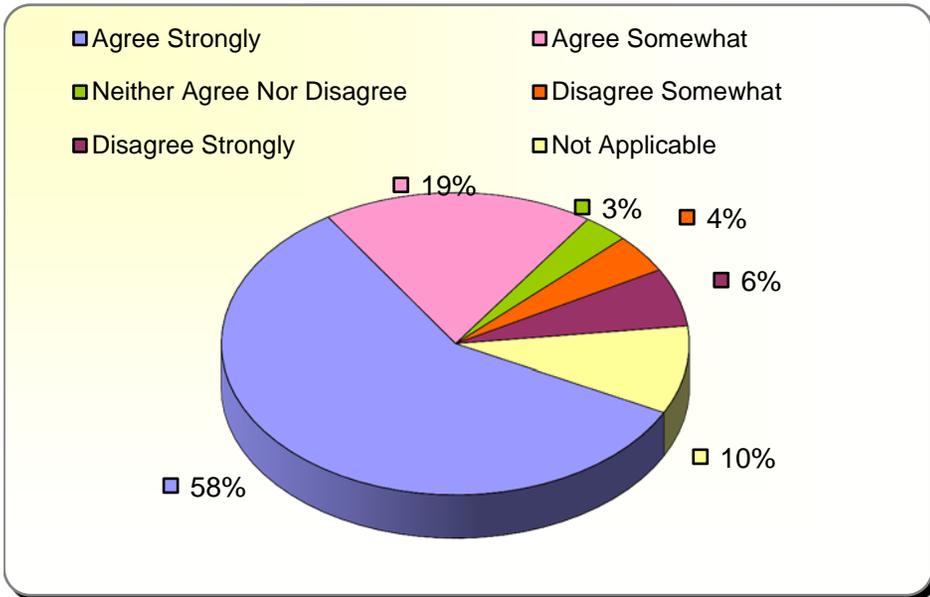
The DCR staff handled my EEO issue or concern in an unbiased manner.

Agree Strongly	60
Agree Somewhat	16
Neither Agree Nor Disagree	3
Disagree Somewhat	7
Disagree Strongly	10
Not Applicable	0
Total:	96



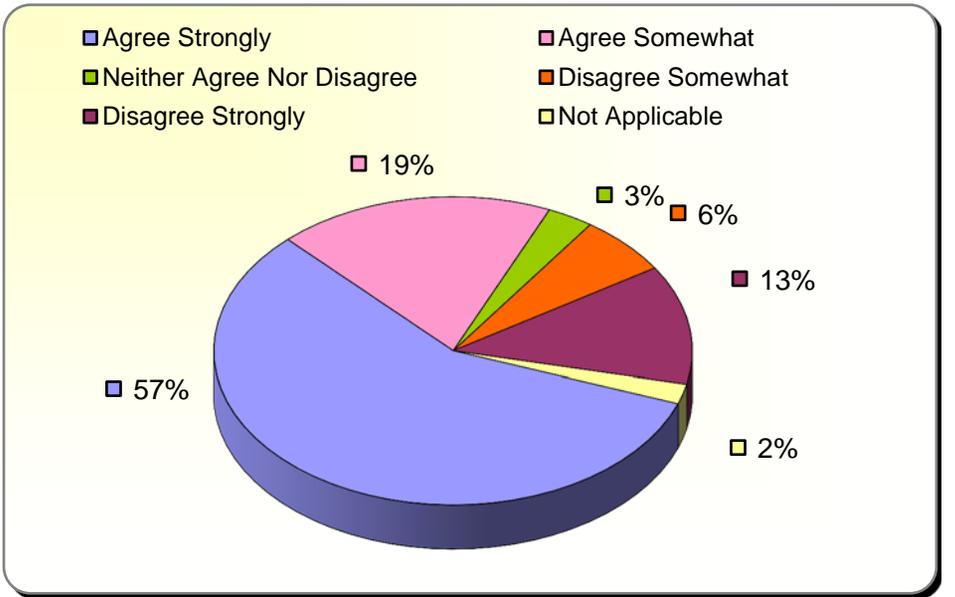
The mediation process was discussed with me to my satisfaction when I met with an EEO Counselor.

Agree Strongly	56
Agree Somewhat	18
Neither Agree Nor Disagree	3
Disagree Somewhat	4
Disagree Strongly	6
Not Applicable	9
Total:	<hr/> 96



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

Agree Strongly	55
Agree Somewhat	18
Neither Agree Nor Disagree	3
Disagree Somewhat	6
Disagree Strongly	12
Not Applicable	2
Total:	<hr/> 96



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

• 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 inform DCR process.

•No concerns. I commend Mr. Smoot 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 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 believe that to be true. There is no corrective action for managers that violate an employee rights. This program gives the employee false belief 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.

• The mediator was very professional

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• I have represented many employees in EEO complaints and even though I received great assistance from Ms.Hickman-- I believe we need to have face contact when conducting the initial interviews. Many times the employees are nervous and need to speak with someone in person rather than on the phone.

• I just want to let you know that the process was smooth and easy to understand. Ms. Hickman was very helpful and took care of my case in a really human manner--understanding my health condition and what I was going through. Even when I do not agree with my port final decision I do feel thankful of all what Ms. Hickman did for me.

• 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 counselor was Geraldine Hickman.

•Thank you Mr. Stephens.

• Mediation resolved nothing because my supervisor issued a half-hearted apology and accepted no blame for his actions. This was unfortunate.

• Your services are awesome.

• The mediation was not helpful because the parties I had a concern with were not present. This invalidates any attempts at true mediation. Upper managers should not be allowed to act as proxies for the managers that are in question.

• Prior to the initiation of the formal complaint (while still in the informal procedure) I made several attempts to communicate and return phone calls from the Assistant Director to schedule final interview (never occurred). The continued communications were difficult outside of when I was talking to my original counselor who was quite professional--inquisitive-- and unbiased.

• THE USE OR MISUSE OF CONSTITUTIONAL AUTHORITY IS NOT TO BE TAKEN LIGHTLY FOR IT IS NEVER WITHOUT CONSEQUENCES!

• I am not sure.

• I believe my conversations were handled in an unbiased and straight forward manner.

• N/A

• Listen-- before you talk.

•Mrs. Hickman was very professional and courteous during the whole process.

• The second EEO Counselor I dealt with did not listen nor did she present the facts adequately in my complaint. I am EXTREMELY disappointed and I feel this person should not be a EEO Counselor.

• EEO counselors should remain neutral in any/all claims--as well as provide information and feedback without any inference as to the validity and/or outcome of a claim being filed.

• "I felt I was discouraged from filing an EEO complaint. I understand the burden of proof is on me which was repeated to me numerous times-- but there were more then enough facts in the treatment which I endured to warrant filing a complaint. Ultimately I have decided to allow my union representatives to pursue the issue-- because I feel they have been more supportive in this matter. The fact of the matter is-- I was accused of something I did not do--and convicted of it without ever being spoken to as a part of the investigation. I was convicted based on the accusations and decisions of three non minority managers. This situation is analogous to me being accused of committing a crime based on the testimony of three Caucasian witnesses-- and being convicted of that crime without ever taking the stand to defend myself-- and I had two witness statements one of which was a minority disputing those allegations. Also-- the mediator which management selected to represent them during the mediation process I felt was extremely biased. The Management representative previously tried to write me up 4 times unsuccessfully. The management representative also stated she felt there was no discrimination because the Chief is Puerto Rican. The Chief had no involvement in this process and-- even if he did. Does someone's nationality exempt them from the rules fair and equitable treatment?"

• My case was so bias that right now is in Federal court. I really believe that the only thing they did was defend management position since the first words we spoke. Contracting a private law firm to handle EEO cases with no attachment to any agency in P.R. will be a great thing for the fairness of the process.

• I have nothing to compare it to because this is the first time I used DCR-- overall it seemed to work well

• Katrina Phillips did an excellent job. Thank you Ms. Phillips

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• Do not give your clients hope that is not there.

• Great support. From the bottom of my heart-- my family and I thank Miss Hickman so much for her kindness and her quick response to our petition.

• I believe that a face to face mediation would have been more beneficial than phoning in.

• Everything was of excellent attention from the mediators to the DCR official. The only bad thing was that we could not get an agreement with management but that was not the mediator's or DCR fault. Thank you

• The service provided was excellent.

• I would like more understanding personnel like Ms. Hickman. This is my second EEO and the first time I was not satisfied with the way my previous EEO counselor handled my situation. My only recommendation is that personnel be more understanding when it comes to these type of situation.

• I felt that the biggest concern of all involved was meeting the EEO timelines. I got the impression that the the group is geared towards handing sexual harassment complaints. I felt a condescending attitude towards my complaint. The spotlight created by the complaint process itself is really what has kept the offending party from repeating his behavior.

EEO agency counselors discourage the employees-- so the employees lose motivation to file a formal EEO complaint. EEO agency counselors are always in favor of management. If the DCR wants to improve their service-- the DCR needs to perform a self-assessment of their customer service.

• I think Supervisors and Managers should not be given a pass on statement like I don't recall or I am not aware of. I think the questions should be reworded I understand sometime we don't recall somethings-- but I notice that this is a norm for supervisor and managers. May use words like is it possible-- could anyone could have said or did this etc. I just think that supervisor and mangers think they can justify their answer with short and I might have but I don't have to tell you cause am not sure or don't recall. Could it be that they do it so often that no one say anything and is a norm.

• The first time I tried to bring up my problem-- the EEO guy talked me out of it.

• I was under the impression that mediation would be conducted by an unbiased party. I do not consider a Chief from another port to be unbiased. Having mediation conducted via conference call was also awkward and uncomfortable.

• In the 2nd Mediation terms were agreed upon but never came through. We all signed into agreement that we both had the power to settle-- but obviously both sides did not. This should have had more weight in the outcome but it didn't and the whole mediation process was not in good faith.

• My SCBPO is the basis of my complaint-- I don't know what's the ruling. He's still the SCBPO and I feel that certain things could be dealt with a little different maybe if management relocated him until this was resolved it could've make things easier.

• Although the counselor was very courteous-- he did NOT apply the same level of scrutiny asking management to explain their actions. For example-- the prima facie case first presented was/is exceptionally strong yet-- the counselor did not press the management official into explaining the reasons for his decision which is critical to unbiased fact finding and any future litigation. This is completely unfair and biased as CBP DCR asked me every threshold question imaginable to undermine the claim. It also complicated mediation efforts because the Agency did not have a realistic view of what really happened until after discovery and they were confronted with irrefutable evidence. Had DCR been more unbiased and pressed the management official to explain the basis of his actions-- the matter could have been resolved sooner-- with less effort on the part of the Agency-- and at less expense in the settlement.

• I believe that a face to face mediation over phone conference call would be more beneficial.

• The issue remains that although there was an agreement for Management to have meeting with their subordinates never occurred in Radio.

• Confidentiality should be respected @ all times during the EEO process. Unfortunately-- there was a breach in confidentiality due to the mediation location.

• The process is for Management--not the employee. In that sense it may obligate Management to act where or when it otherwise would not. And-- it informs Management. It does not need improvement--rather a focus shift.