

This is what was found by the DMV Planet Pod at GSFC on policies for handling complaints, the reporting process, resources, and possible outcomes. Some information was public; answers that were only found through follow up with contacts are noted.

- **The link(s) to the reporting policy at our organization are here:**
 - <https://eeo.gsfc.nasa.gov/complaints>;
 - https://www.nasa.gov/sites/default/files/atoms/files/eeo_complaint_process_flowchart_tagged.pdf - Organization Policies
 - There were no policies online for codes 690 or 698
 - Are reporting policies regularly reviewed? What is the process for changing policy? Updates are made, as evidenced by a recent update. But we were unable to find information for formally changing policy other than pushing policy changes up through the management chain.
 - Rates of reporting are available at <https://www.nasa.gov/offices/odeo/no-fear-act>

- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
 - Who are the designated individuals/positions for reporting incidents? Informal mentors, lab chiefs, GSFC Equal Opportunity Programs Office (<https://eeo.gsfc.nasa.gov/introduction/meet-staff>). Note that “NASA is legally obligated to investigate any potential allegations of harassment once it is notified of its existence. Once management is made aware of potentially unlawful behavior, it is duty bound to conduct an administrative inquiry, regardless of the victim’s wishes.”
 - Can reports be made online? Where? Yes by email, <https://eeo.gsfc.nasa.gov/complaints> Anonymously? Not at the center level, but the anonymous 690 box is available.
 - Who do in-person and online reports go to? Who has access to see reports? GSFC Equal Opportunity Programs Office (<https://eeo.gsfc.nasa.gov/introduction/meet-staff>). Informal documents are destroyed after the mediation process.
 - Are police included in the process? When and how? Are individuals accompanied by an advocate or someone from the organization? – security services may be used but we were unable to locate more information or determine when county police are called in.

- **What are the outcomes or consequences for reported individuals?**
 - Follow-up by supervisor, training (bias, etc.), disciplinary action, termination. – Voluntary mediation, formal write-up, suspension, termination (<https://www.nasa.gov/offices/odeo/no-fear-act>)
 - Who decides the outcomes/consequences? Not the mediator. Depends if the reported individual is a civil servant or contractor. If a contractor is involved, their agency needs to also be involved. HR decides the outcome, not the supervisor of the reported individual

- Are reports tracked? Statistics on reports are tracked. How are they tracked? Legally, report statistics are made publicly available.
 - Are repeated complaints escalated to a disciplinary board? Repeated complaints can be escalated, but it is not universally true.
- **What resources are available for individuals reporting?**
 - Counselors or advocates, especially those of the same race, ethnicity, and gender:
 - EEO staff is racially diverse.
 - A majority of listed staff members are described using she/her pronouns, and a minority are described using he/him pronouns.
 - Members of the workforce are likely to be able to find someone to talk to who shares one or more important aspects of their identity. Members will not necessarily find someone who shares their own experiences of intersectionality.
 - Protection against retaliation or repercussions, accommodations for continuing work - “The GSFC is committed to promoting and maintaining a work environment free from discrimination and retaliation. Reprisal for participation in the EEO process is prohibited. If an employee wishes to seek information or file an EEO complaint of reprisal he or she may contact EOPO at 301-286-7348 within 45 calendar days of the alleged occurrence(s) of retaliation discrimination.”
 - **What resources are available to groups raising issues or proposing changes?**
 - Petitions of # signatures trigger a town hall, meeting with organizational leadership, or policy change. What is the follow-up process for town halls and meetings? The listening session that followed the release of the Culture and Climate survey results identified several topics that warrant more focused discussion. Follow-up will include additional listening/brainstorming sessions to address these specific topics and seek input on next actions.
 - Working groups or committees with power to change or propose changes to policy. – All NASA safety regulations fall into requirements and “desirements” they are all top down (Congress, Department of State). Center policy changes may be possible by pushing changes up through management.
 - Cultural surveys, regular or only after wide-spread reports or high-profile incidents. - Cultural and Climate survey was done in 2020, but planning began in 2018.