

## Complaints and Reporting Policy for NASA Ames

This is what was found by our URGE pod (Earth Scientists at Hangar One) regarding 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 to the reporting policy at our Agency are here:

ODEO: <https://www.nasa.gov/offices/odeo/home>

The four major functions of the office are:

1. EEO Complaints Policy and Processing
2. Investigations, Hearings, Final Agency Actions
3. Appeals and Compliance
4. Alternative Dispute Resolution

NASA has a complaints efile System, with a portal system.

There are two forms for complaints, both internal to NASA only and Public.

<https://www.nasa.gov/offices/odeo/complaints-efile>

However, the Ames ODEO office webpage (<https://eo.arc.nasa.gov/>) is looking dated

“Contact us” are all work phone numbers and no cell phones, no generic email inbox.

ODEO communicates via ‘Centerwide’ emails but these may not be read as diligently, plus, trainings are only offered to civil servants (expectation that contractors will have it through their contracting agency)

<https://www.nasa.gov/offices/odeo/center-EO-offices>

e.g., Barbara Miller has now retired, should be fixed.

Example Centerwide:

TO: Civil Servants

FROM: Barbara Miller, Director, Office of Diversity and Equal Opportunity, or **ODEO**

SUBJECT:                    REMINDER:                    Diversity                    Dialogues                    and                    Conversations

To recognize and honor the value of every Ames employee, we are proud to announce this reminder regarding a new and exciting diversity and inclusion activity. We are offering Diversity and Inclusion (D&I), dialogue discussions and conversations on various topics driven by you, the participants.

It is important that employees have an opportunity to express those workplace concerns that are important to them. In these dialogues, you will have the ability to converse openly and confidentially. Conversation topics may include:

1. workplace conflict
2. culture change
3. career development

4. building relationships in the work environment
5. communication
6. religion
7. navigating difficult conversations with others
8. national origin
9. unity
10. gender identity
11. issues important to maintaining high morale
12. equality vs equity
13. Intervening/Active Bystander
14. Pursuing Diverse Relationships
15. Cultural Appreciation vs. Appropriation
16. Internal and External Awareness
17. Resilience in your Awareness Journey
18. Authentic Self and Belonging
19. Equality v. Equity
20. Upcoming: Community Building for Inclusion and Change

Working together, we can make Ames a workplace where all employees are engaged and respected, have a sense of belonging, are empowered, and can see visible progression in their careers.

We are committed to the development of a culture of celebrating and acknowledging our similarities and differences in the workplace. This bold, new D&I activity will advance our joint efforts to understand the differing viewpoints of those who may think, act, and believe differently from ourselves. We hope to enhance the Ames culture, help develop a sense of unity, enhance equity, and build a feeling of community amongst employees.

**Diversity and Inclusion dialogue conversations and discussions feature the following:**

1. One or more of 18 **trained facilitators** from across Ames who are excited to embark on the path of assisting with these discussions and conversations,
2. Open-topics group conversations - a **one-time session**, which will be offered twice per month for employees on every other Tuesday,
3. On-going designated participant conversations, which will **occur weekly over 3-5 sessions** with the same participants on Thursdays,
4. The additional option for **organization** supervisors and managers to contact us to ask for a facilitator(s) to assist with conversations/discussions at the division or branch level, and,
5. A **small Dialogue group** of participants with no more than 15-20 individuals.

**How can you participate?**

1. Contact **ODEO** to **sign up** for a session **in advance**
2. Identify your interest in the open-topics group **or** on-going designated participant conversation. Please place this information in the **SUBJECT** line of your email.
3. POCs: [Lourdes.g.hammett@nasa.gov](mailto:Lourdes.g.hammett@nasa.gov) or [Barbara.e.miller@nasa.gov](mailto:Barbara.e.miller@nasa.gov)

**When will this happen?**

Facilitated conversations are available on Tuesdays and Thursdays from 2:30 p.m. - 4 p.m. Advance sign up required for each participant.

**ODEO** is excited about these important dialogues with the Ames community. We look forward to your active participation as we come together in unity.

### **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**

Reports cannot be made online at Ames, unless it is via email. No submission system. But it can be done at the Agency level website: <https://www.nasa.gov/offices/odeo/home>

New Acting Director at Ames: Aretha Carr (acting from HQ)

### **What are the outcomes or consequences for reported individuals?**

- The Alternative Dispute Resolution (ADR) can be requested by either party at any time during the EEO complaint process. Accessing ADR will not jeopardize the right of the aggrieved individual to go forth with the EEO complain process. This was created under the NASA Conflict Resolution Initiative.

### **What resources are available for individuals reporting?**

Information found: <https://eo.arc.nasa.gov/resources.html>

- There is an entire page with resources information with some of the following:
  - o Individuals with Disabilities
  - o Language assistance
  - o Reference guides
  - o EEO reports (old)
  - o Chart reports, 2020.

What resources are there available to groups raising issues or proposing changes?

- Under the Internal Ames page, there is a section for people to submit feedback, located here: <https://insideames.arc.nasa.gov/odeo-feedback/>
- The following pages contain a list of the various processes to raise issues which are available to different groups at Ames. There are many distinct groups (civil servants, contractors with different entities, students, interns) and the procedures vary for each. This file was found on <https://eo.arc.nasa.gov/eo.html> under "Ames Processes for Raising Issues and Allegations"

# NASA ARC Processes for Raising Issues and Allegations

Process	Audience	Authority	Office Receiving Issue(s), Phone	NASA Office Responsible for Decision	Appealable External to NASA	Reporting Time Limits
EEO Complaint Process	Civil Servants, some Students, some Contractors	Law (Title VII, Civil Rights Act) NASA Policy (NPR 3713.4)	EO Office (650) 604-6507	Agency ODEO	Yes	45 days
Anti-Harassment Procedures	Civil Servants, some Students, some Contractors	NASA Policy (NPR 3713.3)	Center Anti-Harassment Coordinator Janice Fried (650) 604-3815 Alternate- Joy Murphy (650) 604-3415	Center Management	No	None*
Ombuds Program	Civil Servants, Students, Contractors	Center Director	Ombuds Office Phil Fluegemann (650) 604-5302 Heather Hawley (650) 604-1022 Ed Harmon (650) 604-1648	Depends on Issue(s) Raised	No	None*
Dean of Students	Students, Issues concerning students	Center Director	Dean of Students Kristtina Wilmoth (650) 604- 6137	Center Director's Office	N/A	N/A
Procurement Ombuds Program	Civil Servants, Students, Contractors	Federal Acquisition Regulation (FAR Part 33)	Center Procurement Ombuds Dave Korsmeyer (650) 604-3114	Depends on Issue(s) Raised	No	None*

# NASA ARC Processes for Raising Issues and Allegations

Process	Audience	Authority	Office Receiving Issue(s), Phone	NASA Office Responsible for Agency Decision	Appealable External to NASA	Reporting Time Limits
Negotiated Grievance	Bargaining Unit Civil Servants	Negotiated Agreement	Center HR Office / Ames Federal Employees Union (650) 604-4015	Management	Yes	30 days
Administrative Grievance	Non-Bargaining Unit Civil Servants	NASA Policy (NPR 3771.1)	Center HR Office Kristie Dunbar (650) 604-5103	Management	No	15 days

**Please Note:** Engaging in Anti-Harassment Procedures, Ombuds Program, or Administrative Grievance process, do not extend the time limits for filing an EEO Complaint or a Negotiated Grievance. Issues must be reported to EEO within 45 calendar days from the date of the alleged discriminatory action. Issues must be raised with the employee's supervisor no later than 30 calendar days from the incident (or from when the employee becomes aware of the incident) for a Negotiated Grievance. Contact the appropriate office for details and timelines. For the purposes of this chart, students under Pathways, former STEP, and SCEP students are considered Civil Servants.

\*The Anti-Harassment Procedures and Ombuds Programs do not have reporting time limits; however, it is strongly recommended that employees contact the responsible office as soon as an issue arises.

Please contact the ODEO office for more information about this chart.

We encourage civil servant employees to utilize Ames Employee Assistance Program (EAP), Concern, a voluntary program that offers confidential counseling services to assist with personal and/or work-related life events. Concern can be reached at (800) 344-4222 or visit:

<https://employees.concernhealth.com/employee-portal>.

Location: Building 19 Rooms 1090-1097 Website: <https://eo.arc.nasa.gov> Phone: (650) 604-6507