Federal Complaints Dashboard

Version 2.0

U.S. Equal Employment Opportunity Commission

Office of Federal Operations

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Welcome to the Federal Complaints Dashboard

Welcome to the Federal Complaints Dashboard. Select a topic below and view the corresponding visualizations. Use the **"Select Agency"** and **"Year"** buttons at the top of each page to toggle data. Press Shift + ? to access the keyboard shortcuts menu. Check back as additional topics and functionalities are added.

At a Glance

Investigations

Counselings and Complaints

Closures

Closures with Benefits

ADR (Informal and Formal)

Bases

Issues

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Overview of the Federal Complaints Dashboard

The Federal Complaints Dashboard (FCD) reports agency-level federal sector complaint data starting from fiscal year (FY) 2013. The FCD complements the complaint tables, also known as B-Tables found on the U.S. Equal Employment Opportunity Commission's Federal Sector Reports webpage. The EEOC collects this data from the *Annual Federal Equal Employment Opportunity Statistical Report of Discrimination Complaints (Form 462),* which are submitted and certified by Federal agencies.

The Federal Complaints Dashboard allows the user to view key complaint statistics for all Form 462 agencies. Currently, the dashboard consists of the following topics:

- Federal Sector EEO: At a Glance
- Investigations
- Counselings and Complaints
- Closures
- Closures with Benefits
- ADR (Informal and Formal)
- Bases
- Issues

Additional functionality and content will be added as we continue to develop this platform.

<h1 style="text-align:center">Navigating Through the Federal Complaints Dashboard</h1>

To access the FCD, visit EEOC's [Federal Sector Reports webpage](#). Navigate to the Federal Complaints Dashboard page found under the "Annual Reports on the Federal Workforce" section. The Federal Complaints Dashboard page provides an overview of the dashboard and additional resources, including a link to the Federal Complaints Dashboard, and a link to the section 508 compliant excel data tables used to create this dashboard. To access the dashboard, select the Federal Complaints Dashboard link.

Step 1: Select Your Topic

After navigating to the dashboard, the first page will be the Federal Complaints Dashboard Homepage. On the FCD Homepage, the user can select from a variety of topics:

- Federal Sector EEO: At a Glance

- Investigations

- Counselings and Complaints

- Closures

- Closures with Benefits

- ADR (Informal and Formal)

Figure 1. Federal Complaints Dashboard Homepage

Step 2: Launch the Selected Dashboard Page

On the FCD Homepage, select your topic to launch its dashboard page. On each

dashboard page there are variety of functions available to review the data, for instance filters, charts, and graphs. After reviewing the selected data, the user can return to the FCD homepage by selecting the HOME button at the bottom of each page. Repeat the process on the FCD homepage, to launch another dashboard page.

Figure 2. Launch the Selected Dashboard Page

Figure 3. Return to the Homepage

Step 3: Select the Agency to View the Statistics

Select one or multiple agencies using the **"Agency Name"** option. This option filters the data to the selected agencies. As you cycle through the list of agencies, the data displayed on the page will change accordingly.

Figure 4. Select the Agency

Step 4: Select the Fiscal Years to View the Statistics

Select one or multiple fiscal years using the **"Fiscal Year"** option. This option filters the data to the selected fiscal years. The fiscal years range from 2013 to 2020. As you cycle through the fiscal years, the data displayed on the page will change accordingly.

Figure 5. Select the Fiscal Year

Step 5: Select the Basis to View the Statistics

Select one or multiple bases using the **"Basis"** option. This option filters the data to the selected bases. As you cycle through the list of bases, the data displayed on the page will change accordingly.

Figure 6. Select the Basis

Step 6: Select the Issues to View the Statistics

Select one or multiple issues using the **"Issue"** option. This option filters the data to the selected issues. As you cycle through the list of issues, the data displayed on the page will change accordingly.

Figure 7. Select the Issue

Item List

Data Item	Definition
Agency	A list of Form 462 parent and/or sub-component data agencies
Agency Investigations	Total investigations completed by agency investigations.
Complaint Closures-APD	Average processing days for all complaints closed at an agency.
Contract Investigations	Total investigations completed by contract investigators.
Formal ADR Offer Rate	The number of ADR offers made to individuals for formal complaints.
Informal ADR Offer Rate	The number of ADR offers made to individuals for pre-complaint counselings.
Investigations-APD	Average Processing Days for completed agency and contract investigations.
Total Counselings	Total EEO counselings reported by an agency during the fiscal year.
Total Complaints	Total EEO complaints reported by an agency during the fiscal year.
Total Closures	Total complaints closed at an agency during the fiscal year.
Total Investigations	Total investigations completed at an agency.
Total Investigations Costs	Total cost of investigations completed by agency and contract investigators.
Total Monetary Benefits for Complaint Closures	Total monetary benefits awarded for complaints closed at an agency.
Total Workforce	Total permanent and seasonal employees at the agency.
Types of Complaint Closures	How a complaint is closed at an agency, whether settlement, finding, withdrawal, etc.