

Who conducts the internal discrimination investigation?

The METRO Office of Equal Employment Opportunity conducts the internal investigation.

What happens if I disagree with the outcome of the internal investigation?

You have the option of going to an outside agency; however, METRO is very interested in finding solutions and welcomes feedback regarding your situation.

Is it necessary to file an internal complaint prior to filing with an outside agency?

It is not mandatory to file internally prior to filing with an external agency; however, METRO prefers to have an opportunity to resolve concerns internally.

Will the investigation be kept confidential?

Confidentiality will be honored to the extent possible permitted by the investigation process. Please note that when a complaint is filed, both sides must be made aware of the allegations and witnesses are interviewed. During the course of the investigation, involved parties are advised of the confidential nature of the investigation and are asked to keep all discussions regarding the complaint confidential.

CONTACTS

Karen Kauffman

Vice President of Human Resources
713-739-6851

Jackie Castell

EEO Compliance Officer
713-739-3807

Marilyn Moore

Senior Employee Relations Manager
713-739-4855



Equal Employment Opportunity at METRO

EQUAL EMPLOYMENT OPPORTUNITY

At METRO, we take pride in our diversity. We are an organization made up of many different people achieving extraordinary things for the betterment of public transportation and our region. This diversity can be a tremendous advantage for any business; however, it can also result in personnel issues when encountering other cultures. When the result of these differences becomes negative, or creates a stressful work environment, it's important for people to know who to turn to in order to solve the problem.

The METRO Equal Employment Opportunity (EEO) Office is an internal unit that investigates employment discrimination and harassment complaints, and advises employees and managers in these matters. Because of the sensitive nature of the complaints, the results of an internal EEO investigation do not become part of your personnel file.

The Office of Equal Employment Opportunity is not affiliated with the Federal Equal Employment Opportunity Commission.

Most Frequently Asked Questions About Equal Employment Opportunity

What is discrimination?

Discrimination is the act of treating an individual differently because of race, color, religion, sex, sexual orientation, national origin, age, disability, veteran status or retaliation. The law and METRO prohibit discrimination.

Who should I contact within METRO if I have a discrimination complaint?

Contact any of the following people:

- **Karen Kauffman**
Vice President of Human Resources
713-739-6851
- **Jackie Castell**
EEO Compliance Officer
713-739-3807
- **Marilyn Moore**
Senior Employee Relations Manager
713-739-4855

By providing a brief description of your complaint, a preliminary determination will be made as to which division will conduct the investigation. If your concern is of a discriminatory nature, an appointment will be scheduled with the EEO office. If a complaint contains more than one type of issue, e.g., a discrimination complaint and a non-discrimination concern, a dual investigation with Employee Relations may be necessary.

What is the complaint procedure and how long does it take to complete the internal investigation process?

Upon receipt of your complaint, the Office of Equal Employment Opportunity will conduct an investigation. A representative from the Office of Equal Employment Opportunity will meet separately with the employee who filed the complaint, and the person who is the alleged cause of the complaint, to issue a final determination and/or recommendation.

It is our policy to complete the internal investigation as soon as possible. There may be times when special circumstances lengthen the process.