

Frequently Asked Questions

Filing An Equal Employment Opportunity Complaint

WHAT IS AN EQUAL EMPLOYMENT OPPORTUNITY (EEO) COMPLAINT?

An EEO complaint claims discrimination, harassment, or retaliation on the basis of characteristics protected by federal law, state law, or City ordinance.

WHAT ARE SOME COMMON EEO ISSUES THAT ARE ADDRESSED?

Adverse Work Assignments, Unequal Compensation, Disciplinary Action, Harassment, Sexual Harassment, Termination, Denial of Employment, Denial of Promotion, Denial of Training, Denial of Reasonable Accommodation, and Retaliation.

WHAT ARE EXAMPLES OF PROTECTED CHARACTERISTICS?

- Sex, Sexual Orientation, Gender, Gender Identity, Gender Expression
- Race, Color, National Origin, Ancestry
- Religion
- Physical Disability, Mental Disability, HIV/AIDS Status, Medical Condition (associated with cancer, a history of cancer, or genetic characteristics), Genetic Information
- Age (Over 40)
- Marital Status, Parental/Caregiver Status
- Military or Veteran Status, Political Affiliation
- Height, Weight

WHAT IS RETALIATION?

Retaliation occurs if you have engaged in protected activity and the employer takes employment action against you, such as termination, reassignment, loss of pay, non-selection, etc. Protected activity includes the following: reporting or filing a discrimination complaint; opposing conduct reasonably believed to be discrimination, harassment, or retaliation; assisting in the investigation of a discrimination complaint or lawsuit; taking protected leave such as FMLA; or requesting an accommodation for a disability or religious practice.

YOU ARE PROTECTED FROM RETALIATION IF YOU HAVE ENGAGED IN PROTECTED ACTIVITY.

IF YOU BELIEVE YOU ARE EXPERIENCING RETALIATION, PLEASE CONTACT THE OFFICE OF DIVERSITY, EQUITY, AND INCLUSION (DEI) IMMEDIATELY.

HOW DO I KNOW IF MY COMPLAINT IS BASED ON A PROTECTED CHARACTERISTIC?

Does your experience fit the statement below? If you can complete this statement, you have an EEO complaint.

"I believe that I was (see common issues above) due to my (see protected characteristics above).

For example, I believe I was denied a promotion due to my race.

WHAT IF MY COMPLAINT IS NOT BASED ON A PROTECTED CHARACTERISTIC?

If the workplace conflict is not based on a protected characteristic, your complaint may still be addressed by Employee Labor Relations (ELR).

HOW DO I FILE AN EEO COMPLAINT?

You can file an EEO Complaint with the Airport's DEI Office or the Department of Human Resources (DHR). You may submit a written complaint to the DEI Office, email the DEI Office, or call the DEI Office to file a complaint. Your complaint narrative should include your (1) name, address, and phone number; (2) the basis of your complaint (i.e., race, religion, etc.); (3) the alleged discriminatory, harassing, or retaliatory action (i.e., denial of employment, denial of reasonable accommodation, termination, etc.); (4) the date the alleged action took place and the related sequence of events; and (5) the names of the individuals accused.

Airport's DEI Office	DHR EEO Office
(650) 821-3596 SFO.DEI@flysfo.com International Terminal, G-side, Level 4, Suite I-4-27 Walk-In Hours of Operation: Monday to Friday 8:00 am – 5:00 pm	Call the following numbers: (415) 557-4900 (415) 557-4810 (TTY) DHR-EEO@sfgov.org Address Mail to: Attention: EEO Division 1 South Van Ness, 4th Floor San Francisco, CA 94103 Walk-In Hours of Operation: Monday to Friday 8:00 am - 5:00 pm

WHEN SHOULD I FILE MY COMPLAINT?

Complaints must be filed within 180 calendar days of the date of the alleged discriminatory action, harassment, or retaliatory action, or the date you first became aware of the issue. If a complaint is not filed within the 180-calendar day deadline, it will be time-barred, and the DEI Office will not be able to investigate.

CAN I REMAIN ANONYMOUS?

No, once an investigation has started, the accused will be informed of your allegations. Even if you later decide to withdraw your complaint, if the allegations are egregious, the DEI Office will continue with the investigation. However, you can anonymously report a complaint if you believe someone **other than yourself** is experiencing discrimination, harassment, or retaliation.

WHAT HAPPENS AFTER I FILE A COMPLAINT WITH THE DEI OFFICE?

You will be asked to participate in an interview with an Airport EEO Investigator. If it is determined that an investigation is warranted, the DEI Office will interview witnesses, respondents, and review relevant documents. The DEI Office may interview you more than once if more information is needed, or to respond to information obtained during the investigation.

HOW LONG WILL THE INVESTIGATION TAKE?

Investigations are generally expected to be completed within 180 days. Depending on the complexity of the complaint, investigations may exceed 180 days.

WHO WILL INVESTIGATE?

The DEI Office will investigate, but the outcome of the investigation is ultimately determined by DHR.

CAN I APPEAL THE DECISION?

Yes, if you are unsatisfied with the decision, you can appeal within 30 days to the Civil Service Commission.

WHAT HAPPENS TO THE ACCUSED RESPONDENT?

If there is a finding in your favor, appropriate action will be taken to make you whole.

(To make you whole means to provide that which you would have gotten if the wrongful conduct did not take place.) The accused respondent will be notified of the findings and appropriate action will be taken against them.

CAN I KNOW WHAT ACTION IS TAKEN?

For privacy reasons, you will not be informed of the action taken against the Respondent. The City follows a progressive disciplinary process.

WILL THE RESPONDENT LOSE THEIR JOB?

That is unlikely unless the allegations are extremely egregious. The City follows a progressive disciplinary process.

CAN I FILE ANYWHERE ELSE?

Yes, you can also file directly with DHR, the Equal Employment Opportunity Commission (EEOC), and the California Civil Rights Department (CRD). You can always file with the EEOC, CRD, or both, at any time even if you have already filed with the DEI Office or with DHR. Additionally, you may file your complaint with your Union (if represented).

Federal Government (EEOC)	State Government (CRD)	Your Union (if applicable)
Link: https://www.eeoc.gov/ Complaints of employment discrimination, harassment, or retaliation may also be filed with the EEOC.	Link: https://www.eeoc.gov/ Complaints of employment discrimination, harassment, or retaliation may also be filed with the CRD.	Employees may elect to file complaints of discrimination, harassment, and retaliation through the grievance process outlined in the applicable MOU. Employees should contact their union for more details.