

Who can file a complaint?

Any City of Oakland employee (including interns, volunteers and contractors) or an applicant for employment who believes they have experienced discrimination, harassment or retaliation based on a legally protected status.*

What information is helpful?

Details of the incident(s) date(s), time(s) and exact location(s); Names, telephone number, department of the individual(s) you are complaining about and of the witness(es); any other evidence (emails, documents, photographs, etc.).

How can complaints be filed?

Complaints can be filed online apps.oaklandca.gov/eic/EEIC.aspx; in person at **150 Frank Ogawa Plaza, Oakland, CA 94612**, or by phone **510 238 3500**. If you need assistance filling out a complaint form, please feel free to call.

If you need language assistance, interpreters and translators are available to help.

**Individual
Makes a complaint**

**EICRC
Receives a complaint**

Determines jurisdiction
*Is the complaint for employment discrimination and/or harassment or other inappropriate conduct based on protected status? **

Investigates
If jurisdictional, the investigator will determine if the issues can be resolved informally or if the matter warrants a formal investigation.

Writes a report
Upon completion of an investigation, the specialist will prepare a thorough, written, fact-finding report that will contain findings related to each factual allegation in the complaint.

**No Jurisdiction
Case closed**

What are my options?

Each case is different, but our specialists will be able to advise you on how best to otherwise address your complaint.

**Protected statuses include: race, color, ancestry, national origin (including immigration status, cultural or linguistic characteristics), religion, creed (including religious dress and grooming practices), age (over 40), disability (including both mental and physical), sex (including pregnancy or medical conditions related to pregnancy, childbirth or breastfeeding), sexual orientation, gender identity, gender expression, medical condition (including cancer and genetic characteristics), genetic information (including family medical history), marital status, military and veteran status, and other characteristics protected by law.*

*** Remedial actions may include, but are not limited to, discipline up to and including termination, training, coaching, suspension, and other measures that will remedy the situation giving rise to the violation. Disciplinary actions will be based on the nature, frequency and severity of the conduct, in addition to any prior discipline imposed for violation of this Policy.*

What next?

*If the specialist concludes that a City policy has been violated, they will notify Employee Relations and the applicable director/manager. Appropriate remedial action will be determined, so that the harassing or discriminatory conduct ends. ** The director/manager will inform EICRC of the remedial action taken and provide proof. Upon completion of the investigation, the specialist will send closure letters to the complainant and the accused summarizing their findings. The complainant will not be informed of the nature of the corrective action taken against an individual who has been found to have violated this Policy unless it is appropriate to do so.*