Who to Contact With a Complaint

**Bargaining Unit Employees - UNION**

“Contact your Local Union Representative”

**Administrative Grievance Procedure**

You may file an Administrative Grievance Procedure. Please contact the Employee Relations/ Labor Relations staff in Human Resources.

**Office of Special Counsel –** [www.osc.gov](http://www.osc.gov)

The U.S. Office of Special Counsel (OSC) is an independent federal investigative and prosecutorial agency. Their basic authorities come from four federal statutes: the Civil Service Reform Act, the Whistleblower Protection Act, the Hatch Act, and the Uniformed Services Employment and Reemployment Rights Act (USERRA).

OSC’s primary mission is to safeguard the merit system by protecting federal employees and applicants from prohibited personnel practices, especially reprisal for whistleblowing. For a description of prohibited personnel practices (PPPs), click **here.**

**Program Integrity or Ethics Staff (PIES) –** <http://www.ihs.gov/ReportFraud/>

All employees, contractor and anyone who has contact with the Indian Health Service (IHS), can combat fraud, waste and abuse, and mismanagement. We encourage you to report these matters to the IHS Program Integrity and Ethic Staff OR the Department of Health and Human Services **Office of Inspector General (OIG)**

**Office of Inspector General -** <https://oig.hhs.gov/fraud/>

The agency tasked with evaluating your complaint may have further questions, so it will facilitate their review if you provide your name and contact information.

As provided for in the provisions of Federal Whistleblower protections, if you are an employee of the Department of Health and Human Services, we will not release your name to non-OIG personnel without your permission unless it is determined that such disclosure is unavoidable during the course of an investigation.

If you are not an employee of the Department of Health and Human Services, the Hotline may share your personal information with Department employees or contractors for the sole purpose of evaluating your complaint; public disclosure of personally identifiable information is restricted by the Privacy Act.

If you prefer, you may provide your complaint anonymously. No information will be entered in OIG record systems that could trace the complaint to you. In many cases, however, the lack of contact information from the source prevents a comprehensive review of the complaint.

**Office for Civil Rights** – <https://www.hhs.gov/ocr/index.html>

About the Office for Civil Rights

Federal civil rights laws and the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule, together protect your fundamental rights of nondiscrimination and privacy.

Office for Civil Rights helps to protect you from unfair treatment or discrimination because of your race, color, national origin, disability, age, sex (gender), or religion. Federal laws also provide conscience protections for health care providers.

The Privacy Rule protects the privacy of your health information; it says who can look at and receive your health information, and also gives you specific rights over that information.

**Merit Systems Protection Board** – <https://www.mspb.gov/>

The Merit Systems Protection Board is an independent, quasi-judicial agency in the Executive Branch that serves as the guardian of Federal merit systems. The Board was established by Reorganization Plan No.2 of 1978, which was codified by the Civil Service Reform Act of 1978 (CSRA), Public Law No. 95-454. The CSRA, which became effective January 11, 1979, replaced the Civil Service Commission with three new independent agencies: Office of Personnel Management (OPM), which manages the Federal work force; Federal Labor Relations Authority (FLRA), which oversees Federal labor- management relations, and, the Board.

The Board assumed the employee appeals function of the Civil Service Commission and was given new responsibilities to perform merit systems studies and to review the significant actions of OPM. The CSRA also created the Office of Special Counsel (OSC) which investigates allegations of prohibited personnel practices, prosecutes violators of civil service rules and regulations, and enforces the Hatch Act. Although originally established as an office of the Board, the OSC now functions independently as a prosecutor of cases before the Board. (In July 1989, the Office of Special Counsel became an independent Executive Branch agency.)

For an explanation of your rights as a Federal employee, and for an in-depth review of the Board’s jurisdiction and adjudication process, please review the MSPB publication, An Introduction to the MSPB.

**Equal Employment Opportunity** – <https://www.ihs.gov/eeo/>

The Diversity Management and Equal Employment Opportunity Staff is responsible for directing and integrating the application of Title VII of the Civil Rights Act of 1964, as amended, as well as other applicable non-discrimination laws, complaint systems and affirmative employment programs.

The mission of the **Diversity Management and Equal Employment Opportunity Staff**  is to ensure that the rights of employees and applicants are protected and that the Agency promotes a proactive equal employment opportunity program, to ensure that IHS’ goals of a diverse workplace is achieved.

The Equal Employment Opportunity complaint system covers individual and class complaints of discrimination based on **race, color, national origin, religion, sex, age (40 years of age or older), physical or mental disability\*, and reprisal for previous EEO activity.**

You must **call or e-mail an EEO contact within 45 days** of the alleged discriminatory action.

**Employee Assistance Program** – [www.foh4you.com](http://www.foh4you.com)

Learn about the full scope of employee assistance services which include counseling for family, work and personal issues including dependent care, life event consultation and referral services. In addition, you can access information, resources and consultation to start discussing any issue of concern and help you maintain your emotional well-being and work/life balance. Some examples are: childcare and eldercare resources; legal and financial consultation; counseling, etc.