

Office of the Director


U.S. Department of Homeland Security
500 12th Street, SW
Washington, D.C. 20536



U.S. Immigration
and Customs
Enforcement

AUG 07 2013

MEMORANDUM FOR: All ICE Employees

FROM: Daniel H. Ragsdale 
Deputy Director

SUBJECT: Cooperation with the Equal Employment Opportunity Process

This memorandum restates U.S. Immigration and Customs Enforcement (ICE) policy as set forth in the April 4, 2008 memorandum from Julie L. Myers entitled *Cooperation with the Equal Employment Opportunity Process*. This memorandum is intended as a reminder and does not change existing ICE policy.

ICE is committed to providing prompt, fair, and impartial processing of equal employment opportunity (EEO) pre-complaints and complaints. In accordance with U.S. Equal Employment Opportunity Commission (EEOC) regulations, orders, and other written guidance, it is the policy of ICE to comply with established time frames for processing allegations of discrimination.

Our goal at ICE is to resolve workplace disputes at the lowest possible level within the least amount of time. ICE employees can assist in accomplishing this goal by fully cooperating and responding to EEO personnel in the processing and resolution of pre-complaints and complaints; cooperating with EEO counselors and investigators; providing requested documents; and, by complying with EEO written requests, orders, and settlement agreements as quickly as possible.

Compliance with the EEO process ensures that informal and formal complaints are processed expeditiously. Compliance will also avoid unnecessary and time-consuming procedures that may hinder the prompt investigation of EEO complaints and result in additional cost to ICE.

I expect all ICE employees, particularly managers and supervisors, to fully cooperate with the EEO process. For more information about the EEO complaint process, please contact the Complaints and Resolution Division, Office of Diversity and Civil Rights at (202) 732-(b) (7)(E)