

Michigan State University Extension
Equal Employment Opportunity Counselor
Complaint Intake Tip Sheet

As an EEO counselor, it may be helpful to keep the following in mind when contacted by an individual seeking your assistance:

- There is an expectation that confidentiality will be maintained by EEO Counselors except in cases which may be covered as a Mandated Reporter under the University policy.
- Be aware that an individual contacting you may still be sorting through or feeling the impact of the real or perceived violation they have experienced, and your role may be to build a connection grounded in trust, empathy and support.
- Some individuals contacting you may not be ready to “formally” file a complaint for various reasons. Your role as a listener/supporter may be what is needed initially as you make the individual feel safe and/or make them aware of how you might be able to assist them through the process of filing a complaint or seeking assistance through other referrals or resources.
- If your conversation moves to filing a complaint, you should inform the individual that you will need to document information which will be placed on the complaint form.
- You should make the individual aware that you will work with them to try and resolve the issue(s) discussed AND that you and they have access to several resource people/offices, internally and externally, where referrals can be made or assistance sought to resolve the issue(s) raised.
- If you feel that you need to seek additional assistance or information to resolve the issue(s) raised, negotiate a date and time with the complainant when you will contact them to follow up on your findings. Be sure to try and follow up with the complainant in a timely manner or contact them to inform them of your progress.