

Equal Employment Opportunity Office (EEO) Investigation Process

Process

START HERE



Report is made

A report is submitted online, by phone, mail, in person, or the EEO Office learns of a situation via employees, union reps, directors, managers, superintendents or base chiefs.



Case file created

The reported case is logged immediately, assigned a case number, and may be sent to other county partners as appropriate.



No investigation: The EEO Office will communicate why and discuss other options.



Intake – Review of Allegations

After receiving a report, the EEO Office will schedule an intake meeting to learn more about the incident.

The EEO office will then determine and communicate whether the case can move forward with a formal investigation following the intake meeting.

Yes investigation: a formal complaint will be drafted.



Formal complaint drafted

The EEO Office will draft a formal complaint that explains the allegations and scope of the investigation.



Notices

The EEO Office will notify all parties and the Coordination Team* that an investigation has begun with a copy of the formal complaint, an explanation of rights, the process, and other important information.



Findings report

The EEO Office will draft the Finding Report to be reviewed by the EEO officer with all case information, findings, and conclusion.



Investigation

The EEO Office will gather information, interview witnesses, and give all parties an opportunity to provide information and evidence they wish to be considered.



Closure & Findings meeting

The EEO Office provides their findings in the Coordination Team* meeting. The EEO Office will send Notices of Investigative Closure to the parties.



Formal Investigation Process complete

The EEO Office's involvement in this process is completed. The investigation outcomes and any additional steps will vary depending on findings.

*The Coordination Team promotes transparency and accountability. It consists of leadership from EEO, Metro HR, Transit Employee Labor Relations, Metro EIB, and DHR Workforce Equity.

Frequently Asked Questions (FAQs)

What is the EEO Office?

EEO stands for Equal Employment Opportunity. The EEO Office exists at Metro as a federal requirement by the Federal Transit Administration to monitor Metro's EEO Plan and protect the civil rights of all Metro employees.

What does the EEO Office do?

The EEO Office's role can be separated into two "buckets" of work: (1) implementing Metro's EEO Plan; and (2) conducting workplace investigations into alleged violations of EEO law or the County's Nondiscrimination, Anti-Harassment, and Inappropriate Conduct Policy.

What is discrimination?

Discrimination being treated in a less favorable manner because of who you are, or what we call protected classes. Discrimination can come in many forms including: being terminated from a job because of your race, being misgendered repeatedly or deliberately, being denied a reasonable accommodation for a disability, or being retaliated against for reporting discrimination.

What are the protected classes?

The protected classes can differ depending on the kind of law being applied to a situation. But under Metro's Nondiscrimination Policy, the protected classes include race, color, sex, age, creed, disability, marital status, national origin, religion, pregnancy, gender, gender identity or expression, genetic information, sexual orientation, veteran or military status, use of a service animal, domestic violence victimization, and any other status protected by federal, state or local law.

What if I'm being discriminated against for something that's not a protected class?

If you experience negative treatment because of something outside of the protected classes, we encourage you to speak with Metro Human Resources (HR), a union representative, or

supervisor/manager. The EEO Office only has authority (also called legal jurisdiction) to investigate allegations if they are based on protected classes.

What happens when make a report to the EEO Office?

The first thing the EEO Office will do is conduct an intake with you. An intake the process of better understanding your allegations to see if our Office has authority and jurisdiction to investigate. If so, we will provide you the option of proceeding with a formal investigation. If not, we will refer you to a resource that may be able to better assist you.

What happens in a formal investigation?

Every investigation is different, but generally the matter will be assigned to an investigator who will make requests for information, conduct interviews, and gather other information and documents to determine if there is sufficient evidence that the violations written in the formal complaint occurred as alleged.

What if I don't want a formal investigation?

Generally, it is your choice whether a formal investigation begins into your allegations. However, an investigation may not lead to the resolution you are seeking as a complainant. Please discuss this with the person conducting your intake, and they may refer you to HR, EIB, or our other partners for resolution without an investigation.

Can I remain anonymous?

When you contact our Office, we can have a confidential conversation about your rights; however, if an investigation is launched, the investigation becomes a public record when the investigation is complete. We will not share your name or information regarding the investigation except in appropriate circumstances and when there is a legitimate need to share information.

Frequently Asked Questions (FAQs)

How do I know I won't be retaliated against?

Once you make a report or participate in any investigative process with our Office, you are legally protected from retaliation. However, we cannot guarantee that bad actors will not act inappropriately or that you will not experience different treatment. If you do experience what you perceive as retaliatory conduct against you, you should tell our Office immediately so appropriate action can be taken.

Can EEO staff give me legal advice?

No. In investigations, the EEO Office must remain a neutral party and cannot give legal advice to you. If you need legal advice, please speak to an attorney.

Are there other places I can report discrimination to?

Yes. Please be aware that filing with another agency may affect your ability to file with Metro's EEO Office, and there may be certain time limits and deadlines for filing with other agencies. Please contact the EEO Office if you have questions or consult with an attorney if you have any questions about your rights with other agencies.

Can I hire an attorney?

You may hire an attorney, but this is optional. The presence of an attorney will not change our process or how we act as neutral party.

How do I involve my union?

You may ask that your union representative be involved in the investigate process, including presence at interviews. For respondents, you always have the right to union representation if you believe any meeting or interview may lead to discipline. Please speak with your union representative if you have any questions.

I'm feeling overwhelmed by this process. Who can I talk to?

Metro employees are encouraged to seek support through confidential resources. The Employee Assistance program (EAP) 206-263-8733 and the Making Life Easier program (MLE) 888-874-7290 are two King County resources available to you.

How long do investigations take?

The EEO Office strives to complete the investigative process within 90 days. However, many factors can affect this timeline including scheduling interviews, availability of evidence, and the complexity of the case.

Contact Metro EEO Office



MetroEEO@kingcounty.gov



206-477-9454



Interpretation available 206-477-9454

Intérprete 翻译员 翻譯員 ἰνῆρῆς
Thông dịch viên مترجم Turjumaan
Перекладач Переводчик 통역사



For more information or resources, view the [Nondiscrimination Policy](#), [Metro's EEO Policy Statement](#) or visit the [Equal Employment Opportunity page](#) on the [Metro Toolbox page](#).

 King County
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Moving forward together