

TSA Workplace Violence Prevention Program

The Workplace Violence Prevention Program is housed within Law Enforcement/Federal Air Marshal Service (LE/FAMS) and is dedicated to the prevention and mitigation of any incident of workplace violence. Employees should immediately report threats of violence, violent incidents or similar inappropriate conduct made by TSA employees or third parties to their supervisors, local Workplace Violence Prevention (WVP) coordinators or TSA management.

CONTACT INFORMATION

Phone: 571-227-1500

Email: violenceprevention.tsa@tsa.dhs.gov

TSA National Resolution Center (NRC)

The NRC, within Human Capital (HC), administers TSA's unitary dispute resolution system which includes TSA's grievance process and alternative dispute resolution (ADR) programs, to include non-EEO mediation, facilitation, and conflict management coaching (all non-EEO).

A grievance is a request by an employee for personal relief in a matter of concern or dissatisfaction relating to his or her employment with TSA, that is under the control of TSA management. The grievance process provides review of an employee's written grievance by a Designated Grievance Official. An employee who files a grievance shall not be subject to restraint, coercion, discrimination, or reprisal as a result of, or in connection with having filed the grievance.

CONTACT INFORMATION

National Resolution Center (NRC)

Phone: 571-227-5097

Fax: 703-603-4057

Email: Resolution.Center@tsa.dhs.gov

For more information about the grievance process and non-EEO alternative dispute resolution programs, please visit [https://ishare.tsa.dhs.gov/Offices/Human Capital/NRC](https://ishare.tsa.dhs.gov/Offices/Human%20Capital/NRC).

TSA Anti-Harassment Program (AHP)

TSA's AHP is housed in the NRC, within HC, and provides guidance to employees, managers, and other affected persons who are impacted by workplace harassment. Affected persons or witnesses to harassment, including sexual harassment, should immediately notify a member of their supervisory chain or report the harassment to any TSA manager or supervisor or to TSA's Anti-Harassment Coordinator.

CONTACT INFORMATION

Phone: 571-227-1336

Toll Free: 1-833-219-9022

Fax: 703-603-3000

Email: Anti-HarassmentCoordinator@tsa.dhs.gov

Reasonable Accommodation Program

TSA's Reasonable Accommodation Program (RAP), within HC, is responsible for the overall management, administration, and processing of requests for accommodations made by qualified employees with disabilities. After an employee requests an accommodation from either his or her supervisor or the RAP, the parties will engage in an interactive process to determine the most effective accommodation to address the employee's needs.

CONTACT INFORMATION

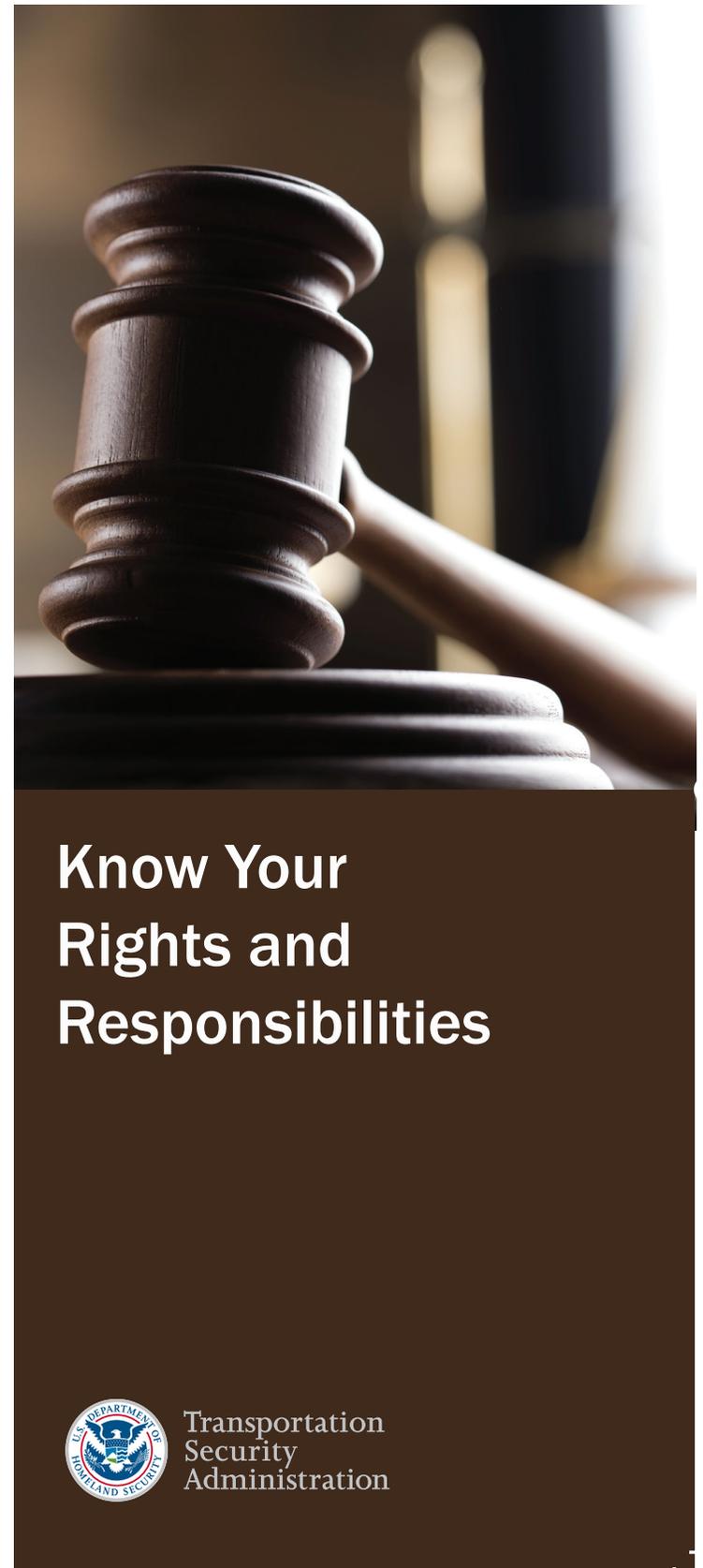
Phone: 571-227-4201

Email: ReasonableAccommodation@tsa.dhs.gov



Transportation Security
Administration

tsa.gov



Know Your Rights and Responsibilities



Transportation
Security
Administration

Transportation Security Administration (TSA) employees are dedicated to keeping the nation's transportation security systems safe and secure for the traveling public. TSA cannot succeed without a professional, highly talented, fully engaged, and respected workforce. TSA promotes a work environment that is transparent and inclusive. All employees are held to the highest standards of integrity and accountability. TSA is committed to maintaining an environment free of unlawful discrimination and other inappropriate conduct.

The following are brief descriptions of the resources available to address issues in our workplace. It is the expectation that employees using this information will determine for themselves the best venue(s) to raise concerns on subjects such as: discrimination; workplace violence; veterans protections; fraud, waste and abuse; prohibited personnel practices; whistleblower protections; and unlawful political activities.

This brochure can also be found at www.tsa.gov.

OFFICE/PROGRAM INTRODUCTIONS

TSA Civil Rights Division

The Civil Rights Division (CRD) within Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE) processes allegations of unlawful discrimination, including harassment, in accordance with applicable federal laws. Federal employees must seek equal employment opportunity (EEO) counseling within 45 calendar days of the alleged act of discrimination or the effective date of the personnel action.

You are protected against discrimination in employment: The five federal anti-discrimination laws protect workers and job applicants from discrimination and reprisal :

- **Title VII of the Civil Rights Act** - race, color, religion, national origin and sex (the basis of sex encompasses claims relating to pregnancy, gender identity, and sexual orientation).
- **Equal Pay Act** - sex/gender based statute that requires equal wages for equal work performed under equal circumstances;
- **Age Discrimination in Employment Act** - age 40 and over;
- **Rehabilitation Act** - disability of qualified applicants and employees, and failure to provide a reasonable accommodation; and
- **Genetic Information Nondiscrimination Act** - genetic information.

For more info see

<https://www.eeoc.gov/laws/types/index.cfm>.

CONTACT INFORMATION

Phone: 1-877-336-4872

Email: TSA.CivilRights@tsa.dhs.gov

TSA Ombudsman Division

TSA's Ombudsman Division within CRL/OTE provides confidential, neutral, informal, and independent assistance to address workplace-related problems, issues and concerns. Ombudsman staff works with individuals and groups using a variety of alternative dispute resolution approaches such as negotiation, facilitated conversations and coaching. The goal is to help employees resolve conflict at the lowest level possible.

Contact Information

Phone: 1-877-266-2837 (Toll-free number)

Email: tsa.ombudsman@tsa.dhs.gov

Professional Responsibility

Professional Responsibility's (PR) mission is to ensure fair and consistent discipline throughout the agency. PR is an independent office that adjudicates one-step actions and proposes disciplinary actions for certain TSA employees. PR also administers the Executive Discipline Review Board, which adjudicates and proposes certain actions for members of the Transportation Security Executive Service.

CONTACT INFORMATION

Phone: 571-227-4500

Email: opr@tsa.dhs.gov

TSA PR Appellate Board

Professional Responsibility Appellate Board (AB) operates a unit within PR. The AB (or Board) reviews and decides appeals submitted by members of the screening workforce for adverse actions: removals, suspensions of more than 14 days, indefinite suspensions, involuntary demotions, and furloughs.

CONTACT INFORMATION

Email: OPRAB.AB@tsa.dhs.gov

Fax: 703-603-4046

TSA Investigations

TSA Investigations (INV) conducts criminal and administrative investigations of allegations including, but not limited to: fraud, theft, and assault, off-duty felony arrests, acts of non-criminal misconduct by senior or titled officials and law enforcement officers, and egregious misconduct by others.

INV will investigate criminal allegations or systemic SOP violations affecting TSA operations or resources.

CONTACT INFORMATION

VIA Hotline Complaint Form on iShare at <https://ishare.tsa.dhs.gov/Offices/investigations/Pages/default.aspx>

Email: TSAHotlineComplaints@tsa.dhs.gov

Or call 571-227-1800

DHS Office of Inspector General

The U.S. Department of Homeland Security (DHS) Office of Inspector General (OIG) is a resource for federal employees and the public to report allegations of employee corruption, civil rights and civil liberties abuses, program fraud and financial crimes, and miscellaneous criminal and non-criminal activity associated with waste, abuse or fraud affecting the programs and operations of DHS.

CONTACT INFORMATION

Phone: 1-800-323-8603 (Toll-free hotline)

1-844-889-4357 - TTY Fax: 202-254-4297

Mail to Attention: Office of Investigations Hotline

245 Murray Drive SW, Mail Stop 0305

Washington, DC 20528-0305

Online: E-File at <https://www.oig.dhs.gov/hotline>

U.S. Office of Special Counsel

The U.S. Office of Special Counsel (OSC) is an independent federal investigative and prosecutorial agency. OSC's 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 of 1994 (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. TSA employees, including Transportation Security Officers (TSOs), may file complaints with the OSC.

CONTACT INFORMATION

Mail: 1730 M Street, NW, Suite 218,

Washington, DC 20036

Phone: 202-254-3602

Fax: 202-254-3711

Online: E-File using OSC Form 12 www.osc.gov 9/19/2019