



Overview

The TSA *Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement (CRL/OTE)* aims to ensure that all applicants for employment, employees, former employees, and the public are treated in a fair and lawful manner without regard to race, color, national origin, religion, age (40 and over), sex, disability, sexual orientation, parental status, or genetic information.

Employees, applicants for employment and former employees who believe that they have been subjected to discriminatory treatment must contact an EEO Counselor within 45 days of the discriminatory event. Failure to contact the Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement within 45 calendar days of the alleged discriminatory event may result in loss of your rights.

The CRL/OTE keeps the agency in compliance with all federal laws and guidelines prohibiting unlawful discrimination in employment and applications for employment, and in services provided by TSA, through the following:

- Equal Employment Opportunity (EEO) Complaint resolution, both informal and formal complaints
- Alternative Dispute Resolution services for workplace conflicts involving discrimination concerns
- EEO formal complaint analysis and investigation
- Investigate/recommend solutions to complaints from public alleging discriminatory conduct
- Propose policies and procedures to prevent or resolve civil rights/civil liberties concerns
- Ensure compliance by TSA grant recipients with federal nondiscrimination laws and policies
- Conduct workforce analysis of hiring, termination, and other personnel actions for EEO compliance
- Develop affirmative employment plans to recruit and retain a diverse workforce
- Ensure recognition and celebration of special emphasis programs and commemorative events
- Provide management assistance and guidance on civil rights matters
- Develop and conduct civil rights and civil liberties training

Contact Information

Telephone: 1-877 -EEO-4-TSA (877-336-4872) or 800-877-8339 (TTY/ASCII)

E-mail: TSA.CivilRights@tsa-dhs.gov