

ARRC EEO COMPLAINT PROCEDURES

A. Complaints to ARRC.

1. Filing of Complaint. Persons who believe that they, individually or as a class of individuals, have been subjected by the ARRC to employment discrimination on the basis of race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, veteran status, or mental or physical disability may file a complaint in person at 327 West Ship Creek Avenue, Anchorage, Alaska; by mail at P.O. Box 107500, Anchorage, Alaska 99510-7500; or electronically at EEOComplaints@akrr.com. The ARRC complaint form is available in hard copy in the ARRC Human Resources Department in Anchorage or online on the corporation's website at: <https://www.alaskarailroad.com/corporate/civil-rights>.
2. Processing of the Complaint. The complaint will be processed in accordance with the provisions of the ARRC's Anti-Discrimination & Harassment Policy, available at <https://www.alaskarailroad.com/corporate/civil-rights>; provided, however, that all EEO complaints filed with the Director, Employment Practices or at EEOComplaints@akrr.com will be investigated by an independent, third-party contractor.

All EEO complaints received directly from ARRC employees or applicants are processed and tracked by the ARRC Director, Employment Practices within the Human Resources Department. Working independently with the Deputy Chief Counsel/EEO Manager, the Director, Employment Practices will provide the contractor's investigation findings to the EEO Manager for a determination. If the EEO complaint arises from the same personnel actions that the Director, Employment Practices had executed or recommended, the complaint will be handled by the EEO Manager and investigated by the outside contractor with no involvement by the Director, Employment Practices.

All EEO complaints filed with external anti-discrimination agencies, such as the EEOC or the Alaska State Commission for Human Rights, are handled and investigated by the ARRC Chief Counsel, or his/her designee, with no involvement by the Deputy Chief Counsel. Those charges are tracked in the same manner as other litigation matters and are reported on a regular basis to the ARRC Board of Directors. Those reports are retained on an indefinite basis.

B. Complaints to DOT.

1. Filing of Complaint. Persons who believe that they, individually or as a member of a specific class of persons, have been subjected by the ARRC to employment discrimination on the basis of race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, veteran status, or mental or physical disability may file a written complaint with:

Department of Transportation
Office of the Secretary
Departmental Office of Civil Rights
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

or

Director, Office of Civil Rights
Federal Transit Administration
East Building, 1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

or

Director Office of Civil Rights
Region 10, Federal Transit Administration
915 Second Avenue, Suite 3142
Seattle, Washington 98174

Please note FTA encourages complainants to resolve issues locally (for example, with ARRC) when possible before filing a complaint with FTA.

2. Time of Filing. The complaint must be filed within 180 days after the date of the alleged discrimination, unless extended by the Secretary of Transportation.
3. Form of Complaint. The complaint must be in writing and signed by the complainant or the complainant's representative before action can be taken. The complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.
4. Processing and Investigation of Complaint. The complaint will be processed and investigated in accordance with the procedures established by DOT.