



*NOTE: Please read instructions on the reverse of this form before proceeding.*

1. NAME OF COMPLAINANT

2. DATE OF INITIAL CONTACT

3. DATE OF FINAL INTERVIEW

4. RESULTS OF INQUIRY *(In narrative format, identify each witness and briefly summarize the results of each interview you conducted. Also identify each document or record you reviewed and briefly describe the information it contained which was pertinent to the complaint. Use additional pieces of paper, if necessary.)*

5. RESOLUTION EFFORTS *(In narrative format, briefly describe your efforts to resolve this complaint, including possible settlement options discussed with both the complainant and management.)*

6. TYPED NAME AND SIGNATURE OF EEO COUNSELOR

7. DATE

## INSTRUCTIONS

VA Form 0210, EEO Counselor's Report: Complaint Intake, which was to be completed during or immediately following the initial interview with the complainant, **MUST** be attached to and made page 1 of this form (VA Form 0211, EEO Counselor's Report: Final Action). This form is largely self-explanatory. For further guidance on preparation of the narrative summaries required for Items 4 and 5, please see EEO Counselor's Training, Student Guide, VA publication number TG-06-2.

It is important that you read and complete the following checklist. Since there have been regulatory changes in the complaint process, use only VA Forms and Notices dated 1992 or later.

### EEO COUNSELOR'S CHECKLIST

*(Please initial each item)*

1. \_\_\_\_\_ Did you provide the complainant with a FL 06-15a, Notice of EEO Complaint Rights and Responsibilities?
2. \_\_\_\_\_ Did you provide the complainant with a FL 06-15b, Notice of Right to File a Discrimination Complaint? Did you obtain a receipted copy? A "receipted copy" is one which contains the complainant's signature and the date he or she received it, or which has attached to it a copy of the Certified Mail Return Receipt, which has the complainant's signature and date of receipt on it. Have you attached the receipted copy to this report?
3. \_\_\_\_\_ Have you checked both VA Forms 0210 and 0211 to ensure that all Items have been properly filled out?
4. \_\_\_\_\_ Did you provide the complainant with a copy of VA Form 4939, Complaint of Employment Discrimination? Did you offer to assist the complainant in filling out that form? You are not required to assist a complainant who refuses your offer, but you are required to make the offer.

### REPORTING REQUIREMENTS

This form need not be completed for every EEO counseling contact. It must be completed, however, whenever a formal complaint is filed. Upon receipt of notification that a formal complaint has been filed. The report must be completed and submitted to the EEO Officer **WITHIN 5 CALENDAR DAYS**. If this report cannot be completed within that timeframe, a request for an extension must be submitted to the EEO Officer, in writing, and within that timeframe. Extensions will be granted only for good cause shown.