

COMPLAINTS PROCESSING INFORMATION FOR EMPLOYEES AND APPLICANTS THAT DO NOT HAVE ACCESS TO SSA's NETWORK

To ensure employee safety, the Office of Civil Rights and Equal Opportunity (OCREO) staff are working remotely until further notice. Therefore, the office is unable to provide in-person service.

You may view an incident or action taken by management as discriminatory. Before filing a complaint of discrimination, however, you must seek timely EEO counseling. That is, you must seek counseling within 45 calendar days from the date of the alleged offending decision, event or act; or within 45 days of the offending personnel action; or within 45 days after you first became aware of the alleged offense. SSA employees without remote access to the agency network and applicants for SSA employment may initiate EEO counseling or file a formal EEO complaint electronically.

To initiate counseling or file a formal EEO complaint, you must contact the appropriate headquarters or regional contact from the list below within 45 days of the date of the alleged discriminatory incidence.

Contact List	
HEADQUARTERS/OFFICE OF HEARINGS OPERATIONS	OCREO.EEO.COUNSELING@SSA.GOV
Region 1 Boston	BOS.CREO@ssa.gov
Region 2 - New York	NY.CREO@ssa.gov
Region 3 Philadelphia	PHI.ORB.CREO@ssa.gov
Region 4 Atlanta	ATL.ORB.CREO@ssa.gov
Region 5 Chicago	CHI.CREOS@ssa.gov
Region 6 Dallas	DA.CREO@ssa.gov
Region 7 Kansas City	KC.CREOM@ssa.gov
Region 8 Denver	DEN.ORB.CREO@ssa.gov
Region 9 San Francisco	SF.CREO.Manager@ssa.gov
Region 10 Seattle	SEA.ORB.CREO@ssa.gov
Office of Central Operations (OCO)	OCO.CREO@ssa.gov

For general questions about using the EEO complaints process, please contact EEO.Inquiries@ssa.gov. For regional inquiries, use the information above to contact the appropriate regional office.