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U.S. Equal Employment Opportunity Commission (EEOC)

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## **EEOC Public Portal User's Guide**

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### **Vol 4 – Post-Charge Tasks**

August 29, 2025

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## Introduction to the EEOC Public Portal

The EEOC Public Portal is a secure, web-based application developed for individuals to interact with the EEOC regarding a complaint of employment discrimination. Using the EEOC Public Portal, you may file a complaint against an employer in the Private Sector (i.e. Business or non-profit) or a State or Local Government Agency. If you work or worked for the U.S. Federal Government as an employee or a contractor, or applied to work for the Federal Government, you may request a hearing with or appeal a decision to the EEOC regarding your formal EEO complaint. The EEOC Public Portal is the primary point of communication between you and the EEOC.

## About the User's Guide

The EEOC Public Portal User's Guide ("User's Guide") provides comprehensive guidance for using the EEOC Public Portal's features and functions. The User's Guide is published as individual documents, each of which covers a particular feature or related features of the EEOC Public Portal.

The following EEOC Public Portal User's Guide documents are available; the highlighted Document Name is the one you're reading right now:

- ❖ Vol 1 – Getting Started (learn about logging into the EEOC Public Portal, the Portal structure, and other basic information)
- ❖ Vol 2 – Submit an Online Inquiry to the EEOC
- ❖ Vol 3 – Post-Inquiry Tasks (learn about scheduling an interview with the EEOC, entering Supplemental Information, filing a Charge of Discrimination)
- ❖ Vol 4 – Post-Charge Tasks (learn how to check the status of your case, respond to an Invitation to Mediate, respond to a Respondent's Position Statement)
- ❖ Vol 5 – Charge Closure (learn what happens when your charge has been closed)
- ❖ Vol 6 – Hearings with the EEOC
- ❖ Vol 7 – Appeals to the EEOC
- ❖ Vol 8 – Manage Case/Charge Information (learn how to display information about your case, enter/update your personal information, add representatives, and submit/receive documents associated with your case)

## **Chapter 1    What Happens After Filing a Charge**

After you have filed a formal charge with the EEOC, you may follow the progress of your case and submit documents to the EEOC via the EEOC Public Portal. The EEOC will send you an email when an action is required and you can respond using the EEOC Public Portal.

Prior to starting an investigation, the EEOC may invite you and the Respondent to participate in the EEOC's Mediation Program. Mediation is an opportunity for both parties to work with a neutral mediator to discuss and resolve the charge. There are several reasons to mediate:

1. Mediation is a no-cost, voluntary, and confidential. If the matter is resolved through mediation, no EEOC investigation will occur.
2. Most mediations are completed in one session. Legal representation is not required because mediation is an informal process.
3. A mediated solution also allows you to control the outcome while avoiding the cost, length, and uncertainty of an investigation and litigation.

If mediation does not occur or is not successful, the EEOC will investigate the charge and request a position statement from the Respondent. Once the Respondent uploads their Position Statement, you will be notified by the EEOC and may request a copy. You may also submit a response to the Position Statement.

The following tasks may be performed after filing a charge, most by using the EEOC Public Portal, and are described in this document:

1. Check the Status of Your Case (Chapter 2)
2. Amend a Charge (Chapter 3)
3. Respond to an Invitation to Mediate Your Charge (Chapter 4)
4. Request and Receive a Copy of the Respondent's Position Statement (Chapter 5)
5. Submit a Response to the Respondent's Position Statement (Chapter 6)

Each of these tasks is described in the chapters that follow.

You should also keep your contact information and legal representative information (if you are being represented) up-to-date. Also, be sure to upload any documents relevant to your charge. *(For details on these tasks, refer to EEOC Public Portal User's Guide Vol 8 – Manage Case Information.)*

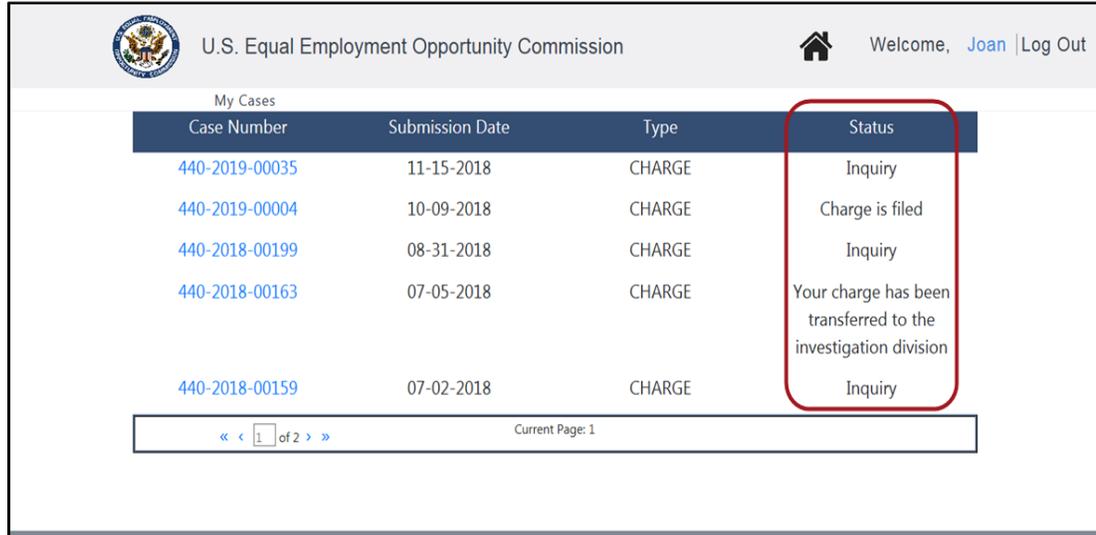
The EEOC will notify you when your charge is closed, either because of successful mediation or at the conclusion of its investigation. You may view/download the closure document(s) using the EEOC Public Portal. *For more on information on what happens when a charge is closed, refer to EEOC Public Portal User's Guide Vol 5 – Charge Closure.*

## Chapter 2 Check the Status of Your Charge

You can quickly view the status of your charge on the **My Cases** page in the EEOC Public Portal. To check the status of your charge, from the EEOC Public Portal perform the following steps:

**Step 1.** Select the **My Inquiries/Charges/Cases** link on the Home page.

**Step 2.** The **My Cases** page displays:



The screenshot shows the EEOC Public Portal interface. At the top, there is a header with the EEOC logo, the text "U.S. Equal Employment Opportunity Commission", a home icon, and a user greeting "Welcome, Joan | Log Out". Below the header is a section titled "My Cases" containing a table with the following columns: Case Number, Submission Date, Type, and Status. The Status column is highlighted with a red box. The table contains five rows of data. At the bottom of the table, there is a pagination bar showing "1 of 2" and "Current Page: 1".

| Case Number                    | Submission Date | Type   | Status   |
|--------------------------------|-----------------|--------|--|
| <a href="#">440-2019-00035</a> | 11-15-2018      | CHARGE | Inquiry  |
| <a href="#">440-2019-00004</a> | 10-09-2018      | CHARGE | Charge is filed  |
| <a href="#">440-2018-00199</a> | 08-31-2018      | CHARGE | Inquiry  |
| <a href="#">440-2018-00163</a> | 07-05-2018      | CHARGE | Your charge has been transferred to the investigation division |
| <a href="#">440-2018-00159</a> | 07-02-2018      | CHARGE | Inquiry  |

The **Status** column displays the current status for each charge/inquiry you have filed with the EEOC. You may then select the Case Number to display the My Case page and view additional information about the status of your case.

You can obtain details on the status of your charge by using the EEOC's Online Charge Status System. The system can be accessed through the EEOC Public Portal, as described below, and also at [http://www.eeoc.gov/employees/charge\\_status.cfm](http://www.eeoc.gov/employees/charge_status.cfm)

To view the status of your charge, from the EEOC webpage perform the following steps:

**Step 3.** Select the **What you should DO after filing a charge** link at the bottom of the page.

**Step 4.** Select the **CHECK THE STATUS OF YOUR CHARGE ONLINE** link.

**Step 5.** Select the **Check your charge status** link.

**Step 6.** The status screen displays.

The screenshot shows the EEOC Public Portal interface. At the top, it displays the EEOC logo and the text "U.S. Equal Employment Opportunity Commission". On the right, there is a home icon, the text "Welcome, Joan", and a "Log Out" link. Below the header, a message states: "Below is the current status and information about the charge you have filed with the EEOC. Placing your cursor over any of the status boxes or the individual listed entries, will provide additional information about each item that will display in a text box. Additionally, for an overview of the charge process, select the 'Show Full Process' button below." The main content area is divided into three sections: "Status of the charge is" with a box containing "INVESTIGATION"; "Contact Information" with "Assignment Pending"; and "Office Information" with "EEOC Chicago District Office", "500 West Madison St", "Chicago, IL", and "60661". Below this is a horizontal timeline with four stages: "INTAKE", "MEDIATION", "INVESTIGATION", and "NEXT STEP". Under "INTAKE", it says "[1] 09/12/2018 Charge is filed". Under "MEDIATION", it says "[2] 09/13/2018 Your charge has been transferred to the mediation division". Under "INVESTIGATION", it says "[3] 09/14/2018 Your charge has been transferred to the investigation division". At the bottom of the main content area, there are two buttons: "Show Full Process" and "Logout".

- **Tip!** Hovering the mouse over a Status will display additional information about that activity.
- **Tip!** Hovering the mouse over "Next Steps" will display a narrative of the possible next steps in your case.

In this example above, the status of the charge is Investigation. The **My Charge Status** page will show all the stages for the charge up to the current status, plus what the next step(s) might be.

The statuses are defined in Table 1 below:

**Table 1 – Online Charge Status System Status Descriptions**

| Status Category | Category Narrative  |
|-----------------|---|
| Intake          | The Charging Party files a charge of discrimination against their employer; based on the information the CP provides the EEOC sends a notice and a copy of the charge to the employer.  |
| Mediation       | The EEOC works with you and your employer to try to resolve your charge by a voluntary settlement through an informal and confidential manner with the help of a neutral mediator. If your charge is not sent to mediation or if mediation does not resolve the problem, the charge will be given to an investigator.               |
| Investigation   | The EEOC gathers information to find out if a law has been violated. After the investigation is finished, the EEOC will let you and the employer know the outcome.  |
| Conciliation    | If the EEOC determines a law has been violated, it tries to remedy the harm caused by discrimination through attempting to reach a voluntary settlement with the employer. If a settlement cannot be reached, your case will be referred to our legal staff to decide whether or not the agency will file a lawsuit on your behalf. |
| Closed          | <i>Will describe the reason the case was closed. Category narrative will depend on the Closure Activity that was applied to your case.</i>  |

## Chapter 3 Amend Your Charge

If new events take place after you file your charge that you believe are discriminatory, the EEOC can add these new events to your charge and investigate them. This is called "amending" a charge.

You may amend a charge in the EEOC Public Portal by digitally signing the amended charge of discrimination that the EEOC prepares for you. Using the EEOC Public Portal you and/or your representative (if you have one) can review the document and recommend changes to it, but your representative cannot sign an amended charge of discrimination on your behalf.

### 3.1 Reviewing an Amended Charge

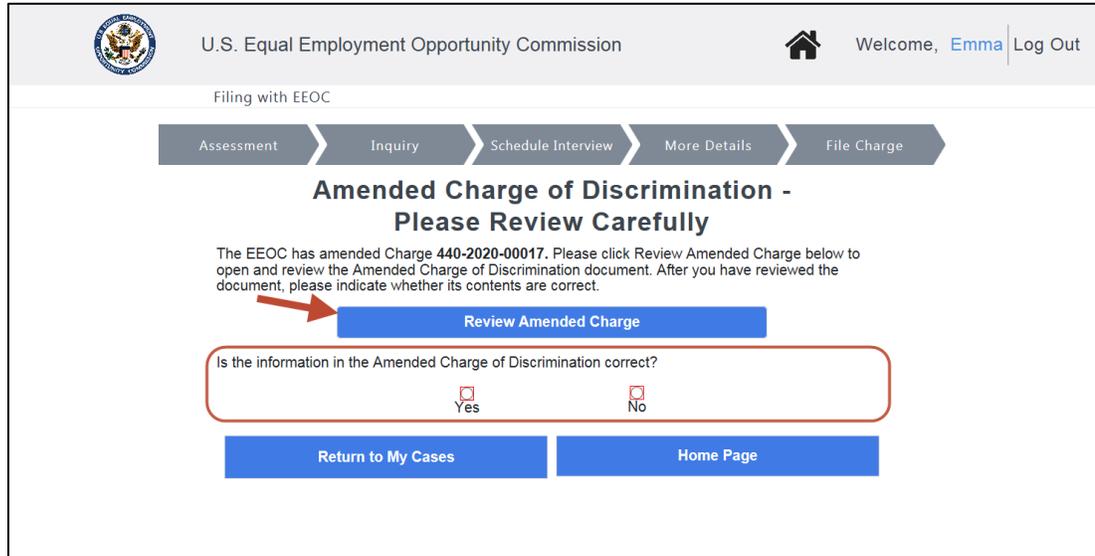
#### 3.1.1 Review by Charging Party (CP)

To review an amended charge of discrimination and recommend changes to the EEOC, perform the following steps:

- Step 1.** The EEOC sends the amended Charge of Discrimination to the EEOC Public Portal. You will receive an email that the amended Charge of Discrimination is available for review.
- Step 2.** Open the EEOC Public Portal and select **My Inquiries/Charges/Cases**.



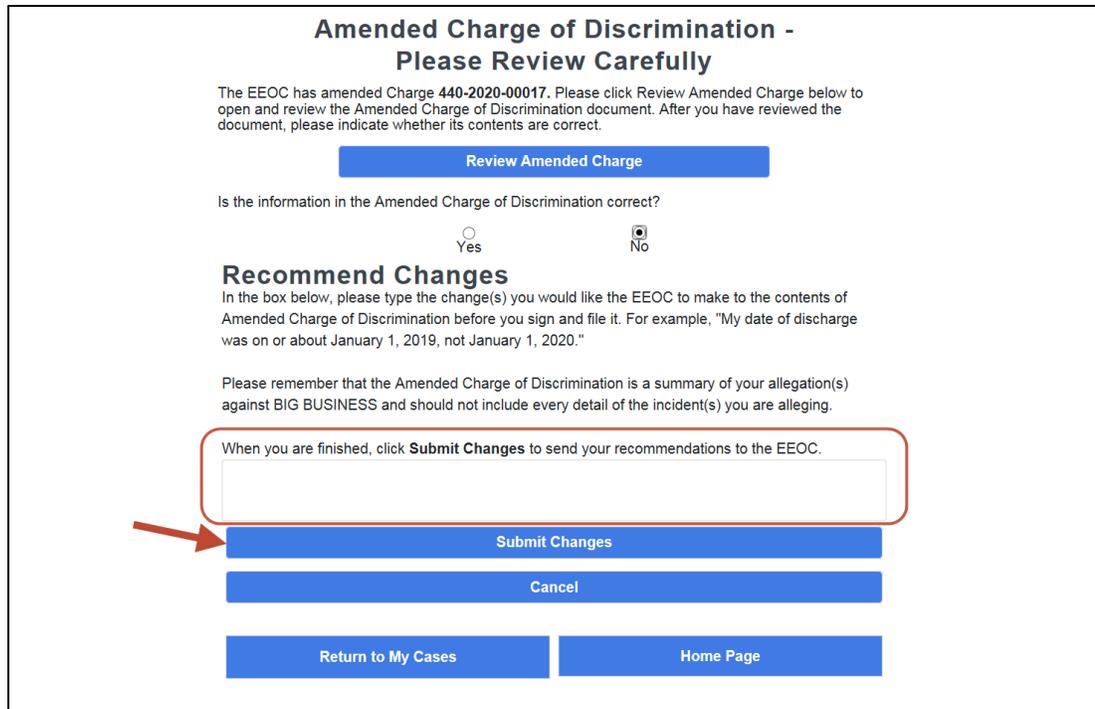
- Step 3.** The sign in page displays. Enter your user ID and password to login.
- Step 4.** If you have more than one case submitted with the EEOC, the **My Cases** listing displays first; select the Charge Number to access the **My Charge** page.
- Step 5.** The **My Charge** page displays with the information relating to the Amended Charge of Discrimination that the EEOC has prepared.



**Step 6.** Select the **Review Amended Charge** button to view the Amended Charge of Discrimination, then use the **Yes/No** buttons to reply to the question “Is the information in the Amended Charge of Discrimination correct?”.

**Step 7.** If you want to make changes or corrections to the Amended Charge of Discrimination, select the **No** button. A space to enter changes and a **Submit Changes** button are displayed.

Enter your recommendations in the space provided and select the **Submit Changes** button. Your changes are automatically sent to the EEOC.



The EEOC addresses the recommended changes and sends the modified document back to you for review (Note: this step can be repeated if necessary).

**Step 8.** You can then sign and file the Amended Charge of Discrimination (refer to Section 3.2 below).

### 3.1.2 Review by CP's Representative

To review an amended charge of discrimination and recommend changes to the EEOC, perform the following steps:

**Step 1.** Follow steps 1-5 above, to sign in and display your charge. Select the **Review Amended Charge** button to view the Amended Charge of Discrimination, then use the **Yes/No** buttons to reply to the question "Is the information in the Amended Charge of Discrimination correct?".

**Step 2.** If you want to make changes or corrections to the Amended Charge of Discrimination, select the **No** button. A space to enter changes and a **Submit Changes** button are displayed (refer to illustration in Step 7 above).

Enter your recommendations in the space provided and select the **Submit Changes** button. Your changes are automatically sent to the EEOC.

The EEOC addresses the recommended changes and sends the modified document back to you for review (Note: this step can be repeated if necessary).

**Step 3.** If the Amended Charge of Discrimination is correct, select the **Yes** button. The CP can then sign and file the Amended Charge of Discrimination. The following message displays:

*Our records indicate that you are not the charging party named in the Amended Charge of Discrimination but are representing the charging party. Only the charging party may sign & file the Amended Charge through the EEOC Public Portal.*

## 3.2 Signing & Filing an Amended Charge (CPs)

To digitally sign an amended charge of discrimination, perform the following steps:

**Step 1.** Follow steps 1-5 above, to sign in and display your charge. Select the **Review Amended Charge** button to view the Amended Charge of Discrimination, then use the **Yes/No** buttons to reply to the question "Is the information in the Amended Charge of Discrimination correct?".

**Step 2.** Once you have verified that the document is correct, to sign and file the Amended Charge of discrimination, select the **Yes** button. The confirmation page appears.

**Step 3.** Check the box to confirm that the information in the charge is true and correct, then select the **Sign & File** button.

**Amended Charge of Discrimination -  
Please Review Carefully**

The EEOC has amended Charge 440-2020-00017. Please click Review Amended Charge below to open and review the Amended Charge of Discrimination document. After you have reviewed the document, please indicate whether its contents are correct.

[Review Amended Charge](#)

Is the information in the Amended Charge of Discrimination correct?

Yes       No

**Sign & File**

I want this Amended Charge filed with the EEOC. I will advise the EEOC if I change my contact information and I will cooperate fully with them in the processing of my charge in accordance with their procedures.

I understand by signing below that I am filing an Amended Charge of Employment Discrimination with the United States Equal Employment Opportunity Commission (EEOC). I understand that the EEOC is required by law to give notice of the amended charge, which includes my name, to the organization named in the charge (BIG SHOULDERS DIGITAL VIDEO). I also understand that the EEOC can only investigate charges of job discrimination based on race, color, religion, sex (including sexual orientation and gender identity), pregnancy, national origin, disability, age, genetic information, or based on retaliation for filing a charge of employment discrimination, helping someone else's complaint about job discrimination, or complaining to the employer about job discrimination.

I swear (or affirm) under the penalty of perjury that: (1) I am the person named in this charge; and (2) that the information contained in this charge is true and correct.

[Sign & File](#)

[Cancel](#)

[Return to My Cases](#)      [Home Page](#)

**Step 4.** The Amended Charge of Discrimination is automatically regenerated to add your electronic signature and uploaded. A signed copy of the Amended Charge of Discrimination will be emailed to you.

Select either the **Return to My Cases** or **Home Page** button to continue.

 U.S. Equal Employment Opportunity Commission  Welcome, [Emma](#) | [Log Out](#)

Filing with EEOC

Assessment    Inquiry    Schedule Interview    More Details    File Charge

Your Amended Charge of Discrimination has been filed. You will receive an Email at [eeel@mailinator.com](mailto:eeel@mailinator.com) confirming that the EEOC has received it, and you will be able to download a copy of it from the EEOC Public Portal. Please be advised that **BIG BUSINESS** will also receive a copy of the Amended Charge, as required by law.

[Return to My Cases](#)

[Home Page](#)

## Chapter 4 Respond to an Invitation to Mediate

If your case is eligible for mediation, the EEOC will send you an invitation to mediate. You can view the invitation and respond via the EEOC Public Portal. When you login, the invitation displays on the **My Charge** page below the **My Charge** section as shown Figure 1 below (the full text of the invitation to mediate can be found in Appendix A).

Figure 1 – Invitation to Mediate

### My Charge

EEOC Number: 440-2020-00015

Status: Your charge has been transferred to the mediation division

The charge of employment discrimination filed on 2019-11-04 with the U.S. Equal Employment Opportunity Commission (EEOC) by Joan Arc against **BIG BUSINESS** is available for you to view online

The **Chicago District Office** is handling this charge. EEOC has not assigned a point of contact for this charge at this time. When a point of contact is assigned, the contact's name and email address will appear here.

Add/View Representative
Update My Information

### Your Charge is Eligible for Mediation

*The EEOC Mediation Program:*  
**Your Partner in Workplace Solutions!**

We invite you to participate in the EEOC's Mediation Program to efficiently resolve your Charge of Discrimination. Mediation is a no-cost, voluntary, and confidential opportunity for both parties to work with a neutral mediator to discuss and resolve the EEOC Charge before an investigation of the Charge.

Here are five reasons you should participate:

**It's the FASTEST way to resolve your charge** – We try to resolve charges within 90 days.

**It's fair and confidential** – The mediator is a neutral facilitator who helps the parties find a solution to the problem. All discussions with the mediator are strictly confidential and are NOT part of the EEOC's investigation of the charge.

**It provides a GLOBAL resolution to the charge** – Mediation allows you to address all of your employment concerns, not just those discussed in the charge. It is an open forum that allows the parties to discuss any additional issues that the parties wish to resolve.

**You CONTROL the outcome** – The mediator will work with you to identify the best options that exist to resolve your charge at this early stage. You will determine what options are workable and you are free to accept or reject any options.

**It's FREE and EFFECTIVE** – There is no cost to mediate your case. EEOC resolves more than 75% of the charges it mediates. And, more than 96% of parties surveyed say they would choose to mediate again in the future. If mediation doesn't resolve the charge, then EEOC determines whether to proceed further with an investigation.

Would you like to mediate this charge?

Yes
 No
 Undecided

EEOC may contact you to discuss the Mediation Program with you, to help you decide whether mediation is best you.

We look forward to working with you in bringing this matter to an amicable resolution and demonstrating why so many Charging Parties consider the EEOC Mediation Program their partner in workplace solutions.

➔
Save

### 4.1 Accepting or Rejecting an Invitation to Mediate

To respond to an invitation to mediate, perform the following steps:

- Step 1.** On the **My Charge** page, scroll down to where "Would you like to mediate this charge?" is displayed (refer to Figure 1 above).
- Step 2.** Select a response, either 'Yes', 'No', or 'Undecided' and select the **Save** button.

**NOTE:** Once you have chosen 'Yes' or 'No' in the EEOC Public Portal, the selection cannot be undone. If you want to change your response, either because it was chosen in error, or because you have changed your mind about mediation, contact the EEOC and they will work with you to determine the appropriate next steps in the process.

**Step 3.** If you selected 'Yes', this message displays in the EEOC Public Portal:

*Thank you for agreeing to participate in the EEOC Mediation Program. Please click **Review and Sign Documents** below to review and sign the Mediation and Confidentiality Agreements.*

*If your Employer also agrees to mediate your charge, we will contact you to schedule the mediation. If your employer does not choose to mediate, EEOC's enforcement staff will determine how to proceed with an investigation.*

*We look forward to working with you in bringing this matter to amicable resolution and demonstrating why so many Charging Parties consider the EEOC Mediation Program their partner in workplace solutions.*

Then you must review and sign the Mediation and Confidentiality agreements (the full text of the agreements can be found in Appendix A). Select the **Review & Sign Documents** button.

**Your Charge is Eligible for Mediation**

*The EEOC Mediation Program:  
Your Partner in Workplace Solutions!*

We invite you to participate in the EEOC's Mediation Program to efficiently resolve your Charge of Discrimination. Mediation is a no-cost, voluntary, and confidential opportunity for both parties to work with a neutral mediator to discuss and resolve the EEOC Charge before an investigation of the Charge.

Here are five reasons you should participate:

**It's the FASTEST way to resolve your charge** – We try to resolve charges within 90 days.

**It's fair and confidential** – The mediator is a neutral facilitator who helps the parties find a solution to the problem. All discussions with the mediator are strictly confidential and are NOT part of the EEOC's investigation of the charge.

**It provides a GLOBAL resolution to the charge** – Mediation allows you to address all of your employment concerns, not just those discussed in the charge. It is an open forum that allows the parties to discuss any additional issues that the parties wish to resolve.

**You CONTROL the outcome** – The mediator will work with you to identify the best options that exist to resolve your charge at this early stage. You will determine what options are workable and you are free to accept or reject any options.

**It's FREE and EFFECTIVE** – There is no cost to mediate your case. EEOC resolves more than 75% of the charges it mediates. And, more than 96% of parties surveyed say they would choose to mediate again in the future. If mediation doesn't resolve the charge, then EEOC determines whether to proceed further with an investigation.

Thank you for agreeing to participate in the EEOC Mediation Program. Please click **Review and Sign Documents** below to review and sign the Mediation and Confidentiality Agreements.

If your Employer also agrees to mediate your charge, we will contact you to schedule the mediation. If your employer does not choose to mediate, EEOC's enforcement staff will determine how to proceed with an investigation.

We look forward to working with you in bringing this matter to an amicable resolution and demonstrating why so many Charging Parties consider the EEOC Mediation Program their partner in workplace solutions.

 [Review and Sign Documents](#)

First the Agreement to Mediate displays. Select the box to "check" it and digitally sign the agreement (the signature will be automatically populated), then select the **Next** button.

I swear (or affirm) under the penalty of perjury that: (1) I am the person named in this charge; and (2) that the information contained in this charge is true and correct.

Charging Party:

Filing with EEOC

Assessment Inquiry Schedule Interview More Details File Charge

**U.S. Equal Employment Opportunity Commission**

**Chicago District Office**  
500 West Madison St  
Suite 2000  
Chicago, IL 60661  
(312) 869-8000  
TTY (800) 669-6820  
Fax: (312) 869-8220

AGREE TO MEDIATE

CHARGE NUMBER: 440-2020-00015  
FEPA NUMBER:

Charging Party: Joan O Arc  
Respondent:

This is an agreement by the above parties to participate in mediation in the above referenced charge. The parties understand that mediation is a voluntary process, which may be terminated at any time. The parties and, if they desire, their representatives and/or attorneys, are invited to attend a mediation session. No one else may attend without the permission of the parties and the consent of the mediator(s).

The mediator(s) will not function as the representative of either party. However, the mediator(s) may assist the parties in crafting a settlement agreement. Each party acknowledges being advised to seek independent legal review prior to signing any settlement agreement. The parties acknowledge that they have received a copy of the Mediation Fact Sheet. The parties acknowledge that the mediator(s) possesses the discretion to terminate the mediation at any time if an impasse occurs or either party or the mediator deems the case inappropriate for mediation.

The parties acknowledge that participation in the scheduled mediation does not constitute an admission by either party of any wrongdoing or of a violation of the laws enforced by EEOC. Furthermore, the Charging Party acknowledges that participation in the scheduled mediation by the Respondent does not commit the Respondent to providing a monetary resolution of the matter.

The parties recognize that mediation is a confidential process and agree to abide by the terms of the attached Confidentiality Agreement. The parties acknowledge that if a settlement is reached as a result of the mediation, the assigned mediator(s) is required to report to EEOC any benefits received. This information is reported only for purposes of providing aggregate data to the EEOC for mediation program evaluation purposes, and the individual terms of the agreement will not be disclosed to the public.

I swear (or affirm) under the penalty of perjury that: (1) I am the person named in this charge; and (2) that the information contained in this charge is true and correct.

Charging Party:  
X Ms. Joan O Arc ----- Signed by Ms. Joan O Arc On 08/28/20 13:12:33

**Next**

Then the ADR Confidentiality Agreement displays. Select the box to “check” it and digitally sign the agreement (the signature will be automatically populated), then select the **Sign Agreements** button. If you want to go back to the Mediation Agreement, select the **Back** button.

Filing with EEOC

Assessment Inquiry Schedule Interview More Details File Charge

**U.S. Equal Employment Opportunity Commission**

Chicago District Office  
 500 West Madison St  
 Suite 2000  
 Chicago, IL 60661  
 (312) 869-8000  
 TTY (800) 669-6820  
 Fax: (312) 869-8220

CONFIDENTIALITY AGREEMENT

EEOC NUMBER: 440-2020-00015

1. I agree to participate voluntarily in mediation in an effort to resolve the charge(s) filed with the EEOC.
2. I agree that all matters discussed during the mediation are confidential, unless otherwise discoverable, and cannot be used as evidence in any subsequent administrative or judicial proceeding. Confidentiality, however, will not extend to threats of imminent physical harm or incidents of actual violence that occur during the mediation.
3. Any communications between the ADR Coordinator and the mediator(s) and/or the parties are considered dispute resolution communications with a neutral and will be kept confidential.
4. I agree not to subpoena the mediator(s) or compel the mediator(s) to produce any documents provided by a party in any pending or future administrative or judicial proceeding. The mediator(s) will not voluntarily testify on behalf of a party in any pending or future administrative or judicial proceeding. I further agree that the mediator(s) will be held harmless for any claim arising from the mediation process.
5. Mediation sessions will not be recorded or transcribed by the EEOC, the mediator or any of the participants. Information including records or documents generated during mediation will be kept confidential. Mediators have been instructed to destroy personal notes (those not shared with any party) at the conclusion of the mediation of the charge. Parties or their representatives are not prohibited from retaining their own notes. However, EEOC will not maintain any such notes or records as part of its record keeping procedures.
6. In the event a mediation session(s) is conducted via telephone or video conferencing, I agree that all participants to such mediation session(s) or those that are otherwise present for the remote mediation, must identify themselves at the beginning of the mediation session and sign this Confidentiality Agreement. I understand that no one else may be present in the location away from the convening mediator unless their names and titles and/or roles are disclosed to the convening mediator and have signed the Confidentiality Agreement.
7. If a settlement is reached by all the parties, the agreement shall be reduced to writing and when signed shall be binding upon all parties to the agreement. If the charge(s) is not resolved through mediation, it is understood by the parties that the charge(s) will be transferred to the investigative unit for further processing.

I swear (or affirm) under the penalty of perjury that: (1) I am the person named in this charge; and (2) that the information contained in this charge is true and correct.

Charging Party :  
 X Ms. Joan O Arc ----- Signed by Ms. Joan O Arc On 08/28/20 13:12:33

**Sign Agreements** Back

You will now be returned to the **My Charge** page. The signed agreements will be automatically uploaded and appear in the **My Documents** list. If the Respondent also agrees to mediate, then the EEOC will contact you to schedule the mediation.

**Step 4.** If you selected '**No**', this message displays in the EEOC Public Portal:

*Thank you for your response. EEOC's staff will determine how to proceed with an investigation.*

**Step 5.** If you selected '**Undecided**', this message displays in the EEOC Public Portal:

*Thank you for considering the EEOC Mediation Program. If you would like to discuss this matter with a member of our mediation staff, please contact {ADR Contact Full Name} at (ADR Contact Phone Number) or {ADR Contact Email Address} on or before {Mediation Response Date}.*

## 4.2 Signing the Mediation Agreements (Additional Parties)

All parties who will attend the Mediation session (i.e., Charging Party, contact(s), Legal Representative(s)) must sign a copy of the Agreement to Mediate and the Confidentiality Agreement. If the Charging Party (or the Legal Representative on behalf of the CP) has decided to participate in mediation, a **Review and Sign Documents** button displays on the **My Charge** page. You will use this button to digitally sign the mediation agreements.

To sign the Mediation Agreements after it has been decided to participate in mediation, select the **Review and Sign Documents** button and follow Step 3 in Section 4.1 above. The signed documents will appear in the **My Documents** list.

## 4.3 Other Mediation Outcomes

After accepting the offer to mediate, this message may display in the EEOC Public Portal if the Respondent also accepts:

*Both parties have agreed to mediate. As a result, the mediator will contact the parties in the coming weeks to discuss scheduling. In the meantime, all investigative processing has been put on suspense pending the outcome of mediation.*

If your case is not eligible for mediation, this message displays in the EEOC Public Portal:

*Upon further review this charge is deemed ineligible for mediation at this time and will be transferred to EEOC's Enforcement Unit.*

If the attempt to mediate is unsuccessful, this message displays in the EEOC Public Portal:

*EEOC's efforts to mediate this charge were unsuccessful, so EEOC will request the Respondent to provide a position statement and notify you when we receive it.*

## Chapter 5 Receive a Position Statement

The EEOC may request the Respondent to provide a written answer to your charge (called a “Position Statement”). You will receive an email when the EEOC has a Position Statement from the Respondent that is ready for you to review. You may also upload a response to the Position Statement via the EEOC Public Portal (refer to Chapter 6).

When you login to the EEOC Public Portal, this message displays:

*We asked {Respondent Organization} to submit a Position Statement on your charge. The EEOC will contact you after we have received and reviewed the Position Statement.*

Once you have received an email notification from the EEOC that a new document has been uploaded, when you login to the Public Portal this message displays:

### **Position Statement Provided**

*EEOC has provided the respondent’s Position Statement, relevant attachments, and any supplemental position statements on this page, under Document Management. It will be helpful to EEOC’s investigation if you provide a response to the Respondent’s position statement by {date of Position Statement issuance + 20 days}.*

*Any information you provide will be taken into consideration when the EEOC reviews your case. Please upload your response through the Public Portal. Be sure to identify any further witnesses, their contact information, and a brief synopsis of what they will say.*

*There is no specific format for your response; however, be sure to point out discrepancies in the employer’s information and explain what you believe to have happened. This is your opportunity to provide any additional information you feel is relevant to support your case.*

*Please be aware that by receiving these documents before you have filed a lawsuit based upon your charge, you agree that you will only show them with persons in a privileged relationship, such as a spouse, clergy, or medical, financial, or legal advisor.*

To view/download the Position Statement, scroll down to **My Documents** and select the **Name**. You may also download the “Position Statement Cover Letter and Response Request” document, which provides instructions for submitting your response to the Position Statement.

### My Documents

You can upload, view, and download documents related to your charge here (including the respondent’s position statement, if you requested a copy). If the EEOC closes your charge, the documents will be available for 90 days.

You should save all physical and electronic information and material related to your charge, even if you do not upload it here.

Upload

| Name   | Type                            | Added On   | Added By        |
|--|---------------------------------|------------|-----------------|
| <a href="#">Position Statement Cover Letter and Response Request</a> | Position Statement Cover Letter | 08/14/2025 | arcapp user     |
| <a href="#">Position Statement 440-2025-05996</a>                    | Position Statement              | 08/14/2025 | Respondent user |
| <a href="#">440-2025-05996_ChargeOfDiscrimination</a>                | Charge of Discrimination        | 08/14/2025 | arcapp user     |

Select **Open** to open the document or **Save** to save the document on your computer. (You may also rename the document, if you choose to save it.) You may also upload your response in the EEOC Public Portal (refer to Chapter 6).

## Chapter 6 Provide a Response to a Position Statement

The EEOC requests that you provide a response to a Position Statement within 20 days from the date you receive it. You can provide your response by uploading the document via the EEOC Public Portal.

To upload a document containing a response to a Position Statement,

- Step 1.** On the **My Charge** page, scroll down to **My Documents**.
- Step 2.** Select the **Upload** button.
- Step 3.** Select 'Response to Position Statement' for the **Type of Document**.
- Step 4.** Attach the document and select the **Upload** button.
- Step 5.** The document you uploaded displays at the top of the **My Documents** list (documents are listed by **Added On** date, in reverse chronological order, with the most recently uploaded documents listed first).

*For details on uploading a document, refer to EEOC Public Portal Vol 8 – Manage Charge Information.*

## Appendix A. Mediation Documents

### Invitation to Mediate for CP

## **The EEOC Mediation Program:**

*Your Partner in Workplace Solutions!*

We invite you to participate in the EEOC's Mediation Program to efficiently resolve your Charge of Discrimination. Mediation is a no-cost, voluntary, and confidential opportunity for both parties to work with a neutral mediator to discuss and resolve the EEOC Charge **before** an investigation of the Charge.

Here are five reasons you should participate:

**It's the FASTEST way to resolve your charge** – We try to resolve charges within 90 days.

**It's fair and confidential** – The mediator is a neutral facilitator who helps the parties find a solution to the problem. All discussions with the mediator are strictly confidential and are NOT part of the EEOC's investigation of the charge.

**It provides a GLOBAL resolution to the charge** – Mediation allows you to address all of your employment concerns, not just those discussed in the charge. It is an open forum that allows the parties to discuss any additional issues that the parties wish to resolve.

**You CONTROL the outcome** – The mediator will work with you to identify the best options that exist to resolve your charge at this early stage. You will determine what options are workable and you are free to accept or reject any options.

**It's FREE and EFFECTIVE** – There is no cost to mediate your case. EEOC resolves more than 75% of the charges it mediates. And, more than 96% of parties surveyed say they would choose to mediate again in the future. If mediation doesn't resolve the charge, then EEOC determines whether to proceed further with an investigation.

Would you like to mediate this charge?

Yes  No  Undecided

We look forward to working with you in bringing this matter to an amicable resolution and demonstrating why so many Charging Parties consider the EEOC Mediation Program their partner in workplace solutions.

**Agreement to Mediate Form for CP**



**U.S. Equal Employment Opportunity Commission  
{Accountable EEOC Office}**

{Office Address Line 1}  
 {Office Address Line 2}  
 {Office City, State Zip Code}  
 {Office Main Phone}  
 TTY {Office TTY}  
 Fax: {Office Main Fax}

**AGREEMENT TO MEDIATE**

CHARGE NUMBER: {Truncated EEOC Number}

FEPA NUMBER: {FEPA Number}

Charging Party: {CP Full Name}

Respondent: {Respondent Organization Name}

*This is an agreement by the above parties to participate in mediation in the above referenced charge. The parties understand that mediation is a voluntary process, which may be terminated at any time. The parties and, if they desire, their representatives and/or attorneys, are invited to attend a mediation session. No one else may attend without the permission of the parties and the consent of the mediator(s).*

*The mediator(s) will not function as the representative of either party. However, the mediator(s) may assist the parties in crafting a settlement agreement. Each party acknowledges being advised to seek independent legal review prior to signing any settlement agreement. The parties acknowledge that they have received a copy of the Mediation Fact Sheet. The parties acknowledge that the mediator(s) possesses the discretion to terminate the mediation at any time if an impasse occurs or either party or the mediator deems the case inappropriate for mediation.*

*The parties acknowledge that participation in the scheduled mediation does not constitute an admission by either party of any wrongdoing or of a violation of the laws enforced by EEOC. Furthermore, the Charging Party acknowledges that participation in the scheduled mediation by the Respondent does not commit the Respondent to providing a monetary resolution of the matter.*

*The parties recognize that mediation is a confidential process and agree to abide by the terms of the attached Confidentiality Agreement. The parties acknowledge that if a settlement is reached as a result of the mediation, the assigned mediator(s) is required to report to EEOC any benefits received. This information is reported only for purposes of providing aggregate data to the EEOC for mediation program evaluation purposes, and the individual terms of the agreement will not be disclosed to the public.*

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Charging Party

Date

{CP Full Name}

Phone: {CP Home Phone} / Cell Phone: {CP Cell Phone}

**Confidentiality Agreement Form for CP**



**U.S. Equal Employment Opportunity Commission  
{Accountable EEOC Office}**

{Office Address Line 1}  
{Office Address Line 2}  
{Office City, State Zip Code}  
{Office Main Phone}  
TTY (800) 669-6820  
Fax: {Office Main Fax}

**CONFIDENTIALITY AGREEMENT**

EEOC NUMBER: {Truncated EEOC Number}

1. I agree to participate voluntarily in mediation in an effort to resolve the charge(s) filed with the EEOC.
2. I agree that all matters discussed during the mediation are confidential, unless otherwise discoverable, and cannot be used as evidence in any subsequent administrative or judicial proceeding. Confidentiality, however, will not extend to threats of imminent physical harm or incidents of actual violence that occur during the mediation.
3. Any communications between the ADR Coordinator and the mediator(s) and/or the parties are considered dispute resolution communications with a neutral and will be kept confidential.
4. I agree not to subpoena the mediator(s) or compel the mediator(s) to produce any documents provided by a party in any pending or future administrative or judicial proceeding. The mediator(s) will not voluntarily testify on behalf of a party in any pending or future administrative or judicial proceeding. I further agree that the mediator(s) will be held harmless for any claim arising from the mediation process.
5. Mediation sessions will not be recorded or transcribed by the EEOC, the mediator or any of the participants. Information including records, or documents generated during mediation shall be kept confidential. Mediators have been instructed to destroy personal notes (those not shared with any party) at the conclusion of mediation of the charge. Parties or their representatives are not prohibited from retaining their own notes. However, the EEOC will not maintain any such notes or records as part of its record keeping procedures.
6. In the event a mediation session(s) is conducted via telephone or video conferencing. I agree that all participants to such mediation session(s) or those that are otherwise present for the remote mediation, must identify themselves at the beginning of the mediation session and sign this Confidentiality Agreement. I understand that no one else may be present in the location away from the convening mediator unless their names and titles and/or roles are disclosed to the convening mediator and have signed the Confidentiality agreement.
7. If a settlement is reached by all the parties, the agreement shall be reduced to writing and when signed shall be binding upon all parties to the agreement. If the charge(s) is not resolved through mediation, it is understood by the parties that the charge(s) will be transferred to the investigative unit for further processing.

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Charging Party

Date

OK