



Office of  
Equal Employment  
Opportunity

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT  
Washington, DC 20415

## **Alternative Dispute Resolution**

ADR is a voluntary, informal, and confidential process used by the OPM OEEO to try to resolve EEO complaints at the earliest possible opportunity. In traditional administrative avenues, EEO resolutions are not determined by people in the conflict. ADR, by contrast, helps the parties involved in the complaint manage the conflict. ADR allows parties the opportunity to improve communication and reach mutually agreeable terms to resolve their issues and concerns.

## **How ADR Works**

During the ADR process, a neutral mediator will facilitate a meeting and help all parties communicate clearly, consider creative ways to reach a resolution and explore realistic terms for resolution. The mediator does not make judgments or determinations on EEO cases; rather, they help the parties reach a mutually acceptable resolution.