

**Internal Revenue Service Internal Complaint Activity
Equal Employment Opportunity Data Posted
Pursuant to the No FEAR Act**

Data as of October 1, 2003 - End of Third Quarter Fiscal Year 2004

Note: 2002 figures reflect Homeland Security divestiture period.

N/A represents data not captured at time posting or not collected in manner required, development is in progress.

COMPLAINT ACTIVITY	FY2004	COMPARATIVE DATA				
	END OF	PREVIOUS FISCAL YEAR				
	3rd QTR	2003	2002	2001	2000	1999
Number of Complaints Filed in FY 1614.704(a)	525	748	787	719	729	844
Number of Complainants 1614.704(b)	N/A	N/A	N/A	N/A	N/A	N/A
Repeat Filers 1614.704(c)	N/A	N/A	N/A	N/A	N/A	N/A

29 CFR §1614.704(d)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINTS BY BASIS	FY2004	PREVIOUS FISCAL YEAR				
	END OF	2003	2002	2001	2000	1999
3rd QTR	2003	2002	2001	2000	1999	
Race	261	498	489	473	454	638
Color	0	0	0	0	0	0
Religion	31	71	67	52	75	79
National Origin	64	101	122	45	103	137
Sex (including complaints filed under Equal Pay Act)	254	395	451	433	430	592
Disability	244	375	435	342	312	440
Age	189	339	341	307	332	402
Reprisal	290	539	512	479	529	763
Non-EEO	0	0	0	0	0	0

Note: Data not collected by Color - Color included in basis "Race"

29 CFR §1614.704(e)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINTS BY ISSUE	FY2004	PREVIOUS FISCAL YEAR				
	END OF	2003	2002	2001	2000	1999
3rd QTR	2003	2002	2001	2000	1999	
Appointment/Hire	10	10	21	23	2	3
Assignment of Duties	83	157	181	167	144	234
Awards	16	28	42	37	31	91
Conversion to Full-time	0	0	0	1	3	0
Disciplinary Action						
Demotion	6	6	20	18	13	34

Reprimand	38	117	67	82	55	94
Suspension	24	31	23	33	26	28
Removal	0	0	0	0	0	0
Other	0	0	0	0	0	0
Duty Hours	1	21	14	17	13	42
Evaluation/Appraisal	187	350	310	272	274	462
Examination/Test	0	0	2	0	0	3
Harrasment						
Non-Sexual	315	550	467	394	459	532
Sexual	14	14	30	21	27	22
Medical Examination	0	0	0	0	0	0
Pay (Including Overtime)	2	18	35	17	9	19
Promotion/Non-Selection	227	328	451	445	491	581
Reassignment						
Denied	19	55	44	33	35	46
Directed	36	51	49	29	32	60
Reasonable Accommodation	0	0	0	0	0	0
Reinstatement	10	16	21	3	6	11
Retirement	1	3	20	12	9	8
Termination	71	132	97	89	99	124
Terms/Conditions of Employment	92	158	286	233	267	339
Time and Attendance	136	199	169	152	132	200
Training	34	74	68	103	108	118
Other	0	0	0	0	0	0

29 CFR §1614.704(f)		
Processing Time "...post the average length of time it takes to complete each step of the process for every complaint that is pending during any time of the then fiscal year..."	2004 END OF 3rd QTR	
	NUMBER	AVERAGE DAYS
All complaints pending in Investigative Stage	264	176.01
All complaints pending in Final Agency Action	35	594.71
All complaints pending in which Hearing was not requested	35	594.71
Time in Investigation Stage	N/A	N/A
Time to issue Final Agency Action	N/A	N/A
All complaints pending in which a Hearing was requested	369	847.23
Time in Investigation Stage	N/A	N/A
Time to issue Final Agency Action	N/A	N/A

29 CFR §1614.704(g)		29 CFR §1614.705 COMPARATIVE DATA				
		PREVIOUS FISCAL YEAR				
COMPLAINTS DISMISSED BY AGENCY PURSUANT TO 1614.107(a)	FY2004 END OF 3rd QTR	2003	2002	2001	2000	1999

29 CFR §1614.704(k)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINTS PENDING FROM PREVIOUS FISCAL YEARS BY STATUS	2004 END OF 3rd QTR	PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Total complaints from previous Fiscal Years 704(k)(1)	844	N/A	N/A	N/A	N/A	N/A
Total Complainants 704(k)(2)	N/A	N/A	N/A	N/A	N/A	N/A
Number complaints pending [as of 9/30]: 704(k)(3)						
Investigation	264	N/A	N/A	N/A	N/A	N/A
ROI issued, pending Complainant's action	23	N/A	N/A	N/A	N/A	N/A
Hearing	369	N/A	N/A	N/A	N/A	N/A
Written notice	N/A	N/A	N/A	N/A	N/A	N/A
Final Agency Action	35	N/A	N/A	N/A	N/A	N/A

29 CFR §1614.704(I)		29 CFR §1614.705 COMPARATIVE DATA				
COMPLAINT INVESTIGATIONS	2004 END OF 3rd QTR	PREVIOUS FISCAL YEAR				
		2003	2002	2001	2000	1999
Number Pending Completion of Investigation	264	N/A	N/A	N/A	N/A	N/A
Pending Investigations Beyond Authorized Time Frames	29	N/A	N/A	N/A	N/A	N/A

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