



August 6, 2018

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service plans to revise Publication 94, *REDRESS: Conflict Resolution That Works*.

The purpose of the revision is to update the methods used to request EEO pre-complaint counseling as well as to update the scheduling timeframe associated with REDRESS Mediation.

We have enclosed two copies of Publication 94, one with and one without changes identified.

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Alan S. Moore".

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosures

How Does REDRESS Mediation Work?

1. After initiating your request for EEO counseling, you will be offered the option of going to mediation in addition to receiving EEO counseling. You may request EEO counseling by:

- Completing and submitting an online form using the Postal Service EEO eFile application at <https://efile.usps.gov>, or
- Writing to: NEEOISO – EEO Contact Center, PO Box 21979, Tampa FL 33622-1979. You must provide your name, Social Security or employee identification number, address and telephone number

2. Every effort will be made to schedule your mediation within three (3) weeks of your request.

How Does Mediation Work Under Redress?

~~1. After contacting the EEO office to request counseling, you will be offered the option of going to mediation in addition to receiving EEO counseling. You may request EEO counseling by calling:~~

~~888-EEO-USPS (888-336-8777) ■■~~

~~TTY: 888-325-2914 ■■T~~

~~2. Every effort will be made to schedule your mediation within 2 to 3 weeks of your request.~~

3. The process starts with the mediator explaining how mediation works and answering your questions. You and your supervisor will each have the opportunity to tell your side of the dispute.

4. When a settlement is reached, the settlement will be binding on everyone.

5. If a settlement is not reached, you have lost nothing. You can continue to pursue your EEO rights through counseling efforts and by filing a formal complaint.

Consider REDRESSIf:

You are looking for a fast way to resolve your EEO dispute. ■■

You believe that a mediator may assist you in resolving your dispute

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