



Timeline & Steps for Requesting an Accommodation

1

Make the Request

Inform your federal agency manager or HR department that you need an adjustment or change at work for a reason related to a medical condition or religious belief. No formal language is necessary.

- **Format:** The request does not have to be in writing; it can be made in a face-to-face conversation or using any other method of communication.
- **Documentation:** Although not required by law, it is helpful to follow up in writing (like an email or letter) to confirm the request and create a paper trail in case of a dispute.

2

Interactive Process

Be ready to participate in a discussion with your employer where they may ask for medical documentation or discuss alternative accommodations. Your employer may also need to confirm that your medical condition meets the definition of a "disability" under the ADA.

3

If Request is Denied, Contact EEO Counselor

If your reasonable accommodation request is denied, you can pursue an Equal Employment Opportunity (EEO) complaint, as the denial can be considered discrimination based on disability. Time limits are strict, so you must act quickly. You must reach out to your agency's EEO Counselor within 45 days of the denial.

4

Choose a Resolution Path

The EEO counselor will offer you the option of informal counseling or Alternative Dispute Resolution (ADR) to try to resolve the complaint.

5

File a Formal Complaint

If the informal resolution fails, you will receive a Written Notice to File a Formal Complaint. You must complete and submit this form within 15 days of receiving it.

6

Investigation & Decision

Your agency (or the EEOC) will conduct an investigation. You may later request a hearing before an Administrative Judge, but your agency will ultimately issue the final decision.

Appeal

7

If the agency's final decision is unfavorable, you have the right to appeal to the EEOC's Office of Federal Operations (OFO) within 30 days of receiving the decision.

