

No FEAR Act quarterly data of the Consumer Financial Protection Bureau

Pursuant to Notification and Federal Employee
Antidiscrimination and Retaliation Act of 2002



Consumer Financial
Protection Bureau

Summary of complaint data

Equal Employment Opportunity Data Posted Pursuant to Title III of the Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002 (No FEAR Act), Pub. L. 107-174, for the Consumer Financial Protection Bureau (CFPB).

For the period ending December 31, 2021.

- Mixed-case complaints are included in this report.
- Calculations begin day after triggering event but include the last day of event per 29 C.F.R. § 1614.604.

1. Complaint activity

TABLE 1: COMPLAINT ACTIVITY

Complaint Activity	2017	2018	2019	2020	2021	2022 thru Q1
Number of complaints filed	5	21*	17**	18	19	5
Number of complainants	5	19	14	17	16	5
Repeat filers ¹	0	2	3	1	3	0

* One of these complaints alleged a violation of Executive Order 11478 (as amended) only. The Bureau processed this complaint pursuant to a policy the Agency has established to address such allegations. In FY 2018 CFPB received 20 new formal complaints filed (in whole or in part) under 29 C.F.R. Part 1614.

** Two of these reported matters involve alleged violations of Executive Order 11478 (as amended) only. In FY 2019 CFPB received 15 new formal complaints filed (in whole or in part) under 29 C.F.R. Part 1614.

¹ For this purpose, “repeat filers” include only individuals who have filed more than one complaint during the relevant fiscal year. This data does not include individuals who may have filed more than one formal complaint but who have never filed more than one complaint in any single fiscal year.

1.1 Complaints by basis

TABLE 2: COMPLAINTS BY BASIS*

Complaints by Basis	2017	2018	2019	2020	2021	2022 thru Q1
Race	2	13	9	8	14	2
Color	1	5	4	5	4	0
Religion	0	2	0	2	1	0
Reprisal	3	12	9	14	12	3
Sex	2	11	9	7	9	1
Pregnancy (PDA)	0	0	0	1	0	0
National Origin	1	0	2	3	3	1
Equal Pay (EPA)	0	0	1	0	1	0
Age	4	5	7	5	8	0
Disability	0	5	4	6	4	2
Genetic Information	0	0	0	0	0	0
Non-EEO	1	2	3	1	0	1

* Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.

1.2 Complaints by issue

TABLE 3: COMPLAINTS BY ISSUE

Complaints by Issue	2017	2018	2019	2020	2021	2022 thru Q1
Appointment/Hire	2	0	1	0	1	0
Assignment of Duties	1	8	6	4	3	1
Awards	0	2	0	0	0	0
Conversion to Full Time/Permanent Status	0	0	1	0	0	0
Disciplinary Action – Demotion	0	0	0	0	0	0
Disciplinary Action – Reprimand	1	0	0	3	2	0
Disciplinary Action – Suspension	0	0	0	0	0	0
Disciplinary Action – Removal	0	1	0	0	2	1
Disciplinary Action – Other	0	0	0	0	0	0
Duty Hours	0	3	4	1	0	0
Performance Evaluation/Appraisal	0	2	1	2	0	0
Examination/Test	0	0	0	0	0	0
Harassment – Non-Sexual	0	12	11	10	11	2
Harassment – Sexual	0	2	0	0	1	1
Medical Examination	0	0	1	0	0	0
Pay (Including Overtime)	0	4	9	1	2	0
Promotion/Non-Selection	2	3	3	4	4	0
Reassignment – Denied	0	0	0	0	0	0
Reassignment – Directed	0	3	1	0	2	0
Reasonable Accommodation – Disability	0	1	4	2	0	0

Complaints by Issue	2017	2018	2019	2020	2021	2022 thru Q1
Reinstatement	0	0	0	0	0	0
Reasonable Accommodation – Religion	0	0	0	0	0	0
Retirement	0	0	0	0	1	0
Sex Stereotyping	0	0	0	0	0	0
Telework	0	0	0	1	0	0
Termination	0	0	1	0	2	1
Terms/Conditions of Employment	1	7	6	4	1	0
Time and Attendance	0	2	3	2	0	0
Training	0	2	0	1	0	0
Other	0	0	0	0	0	0

2. Complaint processing times

TABLE 4: PROCESSING TIMES FOR COMPLAINTS PENDING (FOR ANY LENGTH OF TIME) DURING FISCAL YEAR

Type of Processing Time	2017	2018	2019	2020	2021	2022 thru Q1
Average number of days in investigation	238.20	142.86	227.24	253.56	218.91	260.67
Average number of days in final action	60.50	133.00*	39.94	47.27	42.83	44.00

* This processing time resulted in part from the Bureau's Office of Civil Rights (OCR) holding one matter in abeyance while the parties engaged in settlement negotiations. The matter was not resolved, and the Bureau ultimately issued the FAD in FY 2018.

TABLE 5: PROCESSING TIMES FOR COMPLAINTS PENDING (FOR ANY LENGTH OF TIME) DURING FISCAL YEAR WHERE HEARING WAS REQUESTED

Type of Processing Time	2017	2018	2019	2020	2021	2022 thru Q1
Average number of days in investigation	240.83	190.33	229.00	277.33	191.50	257.50
Average number of days in final action	35.67	35.00	24.33	44.80	0.00	33.00

TABLE 6: PROCESSING TIMES FOR COMPLAINTS PENDING (FOR ANY LENGTH OF TIME) DURING FISCAL YEAR WHERE HEARING WAS NOT REQUESTED

Type of Processing Time	2017	2018	2019	2020	2021	2022 thru Q1
Average number of days in investigation	243.33	107.25	225.92	241.67	276.75	267.00
Average number of days in final action	85.33	165.67*	49.30	49.33	44.20	55.00

* This processing time resulted in part from the Bureau's Office of Civil Rights (OCR) holding one matter in abeyance while the parties engaged in settlement negotiations. The matter was not resolved, and the Bureau ultimately issued the FAD in FY 2018.

3. Complaint dismissals and withdrawals

TABLE 7: COMPLAINTS DISMISSED BY AGENCY

Agency Dismissal Information	2017	2018	2019	2020	2021	2022 thru Q1
Total complaints dismissed by agency	1	4	4	2	5	1
Average days pending prior to dismissal	21	13	15	21	24	35

TABLE 8: COMPLAINTS WITHDRAWN BY COMPLAINANTS

Complaints Withdrawn	2017	2018	2019	2020	2021	2022 thru Q1
Total complaints withdrawn by complainants	3	0	1	4	3	1

4. Findings of discrimination

TABLE 9: TOTAL FINAL AGENCY ACTIONS FINDING DISCRIMINATION

Type of Findings	2017 #	2017 %	2018 #	2018 %	2019 #	2019 %	2020 #	2020 %	2021 #	2021 %	2022 Q1#	2022 Q1%
Total findings	0	0	1	100	0	0	0	0	0	0	0	0
Without hearing	0	0	1	100	0	0	0	0	0	0	0	0
With hearing	0	0	0	0	0	0	0	0	0	0	0	0

4.1 Findings by basis*

TABLE 10: TOTAL FINDINGS OF DISCRIMINATION RENDERED BY BASIS

Basis	2017 #	2017 %	2018 #	2018 %	2019 #	2019 %	2020 #	2020 %	2021 #	2021 %	2022 Q1#	2022 Q1%
Total findings	0	0	1	100	0	0	0	0	0	0	0	0
Race	0	0	0	0	0	0	0	0	0	0	0	0
Color	0	0	0	0	0	0	0	0	0	0	0	0
Religion	0	0	0	0	0	0	0	0	0	0	0	0
Reprisal	0	0	0	0	0	0	0	0	0	0	0	0
Sex	0	0	0	0	0	0	0	0	0	0	0	0
Pregnancy (PDA)	0	0	0	0	0	0	0	0	0	0	0	0
National Origin	0	0	0	0	0	0	0	0	0	0	0	0
Equal Pay (EPA)	0	0	0	0	0	0	0	0	0	0	0	0
Age	0	0	0	0	0	0	0	0	0	0	0	0
Disability	0	0	1	100	0	0	0	0	0	0	0	0
Genetic Information	0	0	0	0	0	0	0	0	0	0	0	0
Non-EEO	0	0	0	0	0	0	0	0	0	0	0	0

TABLE 11: FINDINGS OF DISCRIMINATION RENDERED AFTER HEARING BY BASIS

Basis	2017 #	2017 %	2018 #	2018 %	2019 #	2019 %	2020 #	2020 %	2021 #	2021 %	2022 Q1#	2022 Q1%
Total findings	0	0	0	0	0	0	0	0	0	0	0	0
Race	0	0	0	0	0	0	0	0	0	0	0	0
Color	0	0	0	0	0	0	0	0	0	0	0	0
Religion	0	0	0	0	0	0	0	0	0	0	0	0
Reprisal	0	0	0	0	0	0	0	0	0	0	0	0
Sex	0	0	0	0	0	0	0	0	0	0	0	0
Pregnancy (PDA)	0	0	0	0	0	0	0	0	0	0	0	0
National Origin	0	0	0	0	0	0	0	0	0	0	0	0
Equal Pay (EPA)	0	0	0	0	0	0	0	0	0	0	0	0
Age	0	0	0	0	0	0	0	0	0	0	0	0
Disability	0	0	0	0	0	0	0	0	0	0	0	0
Genetic Information	0	0	0	0	0	0	0	0	0	0	0	0
Non-EEO	0	0	0	0	0	0	0	0	0	0	0	0

TABLE 12: FINDINGS OF DISCRIMINATION RENDERED WITHOUT HEARING BY BASIS

Basis	2017 #	2017 %	2018 #	2018 %	2019 #	2019 %	2020 #	2020 %	2021 #	2021 %	2022 Q1#	2022 Q1%
Total findings	0	0	1	100	0	0	0	0	0	0	0	0
Race	0	0	0	0	0	0	0	0	0	0	0	0
Color	0	0	0	0	0	0	0	0	0	0	0	0
Religion	0	0	0	0	0	0	0	0	0	0	0	0
Reprisal	0	0	0	0	0	0	0	0	0	0	0	0
Sex	0	0	0	0	0	0	0	0	0	0	0	0
Pregnancy (PDA)	0	0	0	0	0	0	0	0	0	0	0	0
National Origin	0	0	0	0	0	0	0	0	0	0	0	0

Basis	2017 #	2017 %	2018 #	2018 %	2019 #	2019 %	2020 #	2020 %	2021 #	2021 %	2022 Q1#	2022 Q1%
Equal Pay (EPA)	0	0	0	0	0	0	0	0	0	0	0	0
Age	0	0	0	0	0	0	0	0	0	0	0	0
Disability	0	0	1	100	0	0	0	0	0	0	0	0
Genetic Information	0	0	0	0	0	0	0	0	0	0	0	0
Non-EEO	0	0	0	0	0	0	0	0	0	0	0	0

* Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints and findings.

4.2 Findings by issue

TABLE 13: TOTAL FINDINGS OF DISCRIMINATION RENDERED BY ISSUE

Issue	2017 #	2017 %	2018 #	2018 %	2019 #	2019 %	2020 #	2020 %	2021 #	2021 %	2022 Q1#	2022 Q1%
Total findings	0	0	1	100	0	0	0	0	0	0	0	0
Appointment/Hire	0	0	0	0	0	0	0	0	0	0	0	0
Assignment of Duties	0	0	0	0	0	0	0	0	0	0	0	0
Awards	0	0	0	0	0	0	0	0	0	0	0	0
Conversion to Full Time/Permanent Status	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Demotion	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Reprimand	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Suspension	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Removal	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Other	0	0	0	0	0	0	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0	0	0	0	0	0	0

Issue	2017 #	2017 %	2018 #	2018 %	2019 #	2019 %	2020 #	2020 %	2021 #	2021 %	2022 Q1#	2022 Q1%
Performance Evaluation/Appraisal	0	0	0	0	0	0	0	0	0	0	0	0
Examination/Test	0	0	0	0	0	0	0	0	0	0	0	0
Harassment – Non-Sexual	0	0	0	0	0	0	0	0	0	0	0	0
Harassment – Sexual	0	0	0	0	0	0	0	0	0	0	0	0
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0
Pay (Including Overtime)	0	0	0	0	0	0	0	0	0	0	0	0
Promotion/Non-Selection	0	0	0	0	0	0	0	0	0	0	0	0
Reassignment – Denied	0	0	0	0	0	0	0	0	0	0	0	0
Reassignment – Directed	0	0	0	0	0	0	0	0	0	0	0	0
Reasonable Accommodation – Disability	0	0	1	100	0	0	0	0	0	0	0	0
Reinstatement	0	0	0	0	0	0	0	0	0	0	0	0
Reasonable Accommodation – Religion	0	0	0	0	0	0	0	0	0	0	0	0
Retirement	0	0	0	0	0	0	0	0	0	0	0	0
Sex Stereotyping	0	0	0	0	0	0	0	0	0	0	0	0
Telework	0	0	0	0	0	0	0	0	0	0	0	0
Termination	0	0	0	0	0	0	0	0	0	0	0	0
Terms/Conditions of Employment	0	0	0	0	0	0	0	0	0	0	0	0
Time and Attendance	0	0	0	0	0	0	0	0	0	0	0	0
Training	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0

TABLE 14: FINDINGS OF DISCRIMINATION RENDERED AFTER HEARING BY ISSUE

Issue	2017 #	2017 %	2018 #	2018 %	2019 #	2019 %	2020 #	2020 %	2021 #	2021 %	2022 Q1#	2022 Q1%
Total findings	0	0	0	0	0	0	0	0	0	0	0	0
Appointment/Hire	0	0	0	0	0	0	0	0	0	0	0	0
Assignment of Duties	0	0	0	0	0	0	0	0	0	0	0	0
Awards	0	0	0	0	0	0	0	0	0	0	0	0
Conversion to Full Time/Permanent Status	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Demotion	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Reprimand	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Suspension	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Removal	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Other	0	0	0	0	0	0	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0	0	0	0	0	0	0
Performance Evaluation/Appraisal	0	0	0	0	0	0	0	0	0	0	0	0
Examination/Test	0	0	0	0	0	0	0	0	0	0	0	0
Harassment – Non- Sexual	0	0	0	0	0	0	0	0	0	0	0	0
Harassment – Sexual	0	0	0	0	0	0	0	0	0	0	0	0
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0
Pay (Including Overtime)	0	0	0	0	0	0	0	0	0	0	0	0
Promotion/Non- Selection	0	0	0	0	0	0	0	0	0	0	0	0
Reassignment – Denied	0	0	0	0	0	0	0	0	0	0	0	0
Reassignment – Directed	0	0	0	0	0	0	0	0	0	0	0	0
Reasonable Accommodation – Disability	0	0	0	0	0	0	0	0	0	0	0	0

Issue	2017 #	2017 %	2018 #	2018 %	2019 #	2019 %	2020 #	2020 %	2021 #	2021 %	2022 Q1#	2022 Q1%
Reinstatement	0	0	0	0	0	0	0	0	0	0	0	0
Reasonable Accommodation – Religion	0	0	0	0	0	0	0	0	0	0	0	0
Retirement	0	0	0	0	0	0	0	0	0	0	0	0
Sex Stereotyping	0	0	0	0	0	0	0	0	0	0	0	0
Telework	0	0	0	0	0	0	0	0	0	0	0	0
Termination	0	0	0	0	0	0	0	0	0	0	0	0
Terms/Conditions of Employment	0	0	0	0	0	0	0	0	0	0	0	0
Time and Attendance	0	0	0	0	0	0	0	0	0	0	0	0
Training	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0

TABLE 15: FINDINGS OF DISCRIMINATION RENDERED WITHOUT HEARING BY ISSUE

Issue	2017 #	2017 %	2018 #	2018 %	2019 #	2019 %	2020 #	2020 %	2021 #	2021 %	2022 Q1#	2022 Q1%
Total findings	0	0	1	100	0	0	0	0	0	0	0	0
Appointment/Hire	0	0	0	0	0	0	0	0	0	0	0	0
Assignment of Duties	0	0	0	0	0	0	0	0	0	0	0	0
Awards	0	0	0	0	0	0	0	0	0	0	0	0
Conversion to Full Time/Permanent Status	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Demotion	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Reprimand	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Suspension	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Removal	0	0	0	0	0	0	0	0	0	0	0	0
Disciplinary Action – Other	0	0	0	0	0	0	0	0	0	0	0	0
Duty Hours	0	0	0	0	0	0	0	0	0	0	0	0
Performance Evaluation/Appraisal	0	0	0	0	0	0	0	0	0	0	0	0
Examination/Test	0	0	0	0	0	0	0	0	0	0	0	0
Harassment – Non- Sexual	0	0	0	0	0	0	0	0	0	0	0	0
Harassment – Sexual	0	0	0	0	0	0	0	0	0	0	0	0
Medical Examination	0	0	0	0	0	0	0	0	0	0	0	0
Pay (Including Overtime)	0	0	0	0	0	0	0	0	0	0	0	0
Promotion/Non- Selection	0	0	0	0	0	0	0	0	0	0	0	0
Reassignment – Denied	0	0	0	0	0	0	0	0	0	0	0	0
Reassignment – Directed	0	0	0	0	0	0	0	0	0	0	0	0
Reasonable Accommodation – Disability	0	0	1	100	0	0	0	0	0	0	0	0

Issue	2017 #	2017 %	2018 #	2018 %	2019 #	2019 %	2020 #	2020 %	2021 #	2021 %	2022 Q1#	2022 Q1%
Reinstatement	0	0	0	0	0	0	0	0	0	0	0	0
Reasonable Accommodation – Religion	0	0	0	0	0	0	0	0	0	0	0	0
Retirement	0	0	0	0	0	0	0	0	0	0	0	0
Sex Stereotyping	0	0	0	0	0	0	0	0	0	0	0	0
Telework	0	0	0	0	0	0	0	0	0	0	0	0
Termination	0	0	0	0	0	0	0	0	0	0	0	0
Terms/Conditions of Employment	0	0	0	0	0	0	0	0	0	0	0	0
Time and Attendance	0	0	0	0	0	0	0	0	0	0	0	0
Training	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0

5. Pending complaints

TABLE 16: PENDING COMPLAINTS FILED IN PREVIOUS FISCAL YEARS BY STATUS

Pending Complaints and Complainants	2017	2018	2019	2020	2021	2022 thru Q1
Total complaints from previous fiscal years	16	14	10	5	7	15
Total complainants	12	12	10	5	7	14

TABLE 17: PENDING COMPLAINTS FILED IN PREVIOUS FISCAL YEARS BY STATUS

Where in EEO Process Complaints Are Pending	2017	2018	2019	2020	2021	2022 thru Q1
Investigation	0	0	0	0	0	4
ROI issued, pending complainant's action	0	0	0	0	0	1
Hearing	12	14	9	5	7	8*
Final Agency Action	1	0	1	0	0	1
Appeal with EEOC Office of Federal Operations	9	3	7	7	3	5

* There are two cases pending EEOC Hearing that are not reported on this report. Both cases were filed by the same Complainant. In one case, the Complainant filed formally and the complaint was dismissed. The Complainant did not file an Appeal, but instead requested a hearing. In the other, the Complainant did not file formally, but instead requested a hearing. Because the Complainant did not follow the regulatory process in these cases, our tracking system does not capture these cases here.

6. Investigation timeframes

TABLE 18: INVESTIGATIONS THAT EXCEED TIME FRAMES

Investigations	2017	2018	2019	2020	2021	2022 thru Q1
Pending complaints where investigations exceed required time frames	0	0	0	0	0	0