



CIVILIAN PERSONNEL FACT SHEET

Administrative Grievance System (AGS) AFI 36-1203

The AGS applies to all US appropriated fund civilian employees served by Ramstein AB CPF. Employees may use the AGS without restraint, interference, coercion, discrimination or reprisal.

A grievance is a request by an employee or a group of employees for personal relief in any matter of personal concern or dissatisfaction that relates to employment and which is subject to the control of management.

INFORMAL DISPUTE RESOLUTION PROCESS:

- Informal presentation of grievance (Oral or Written) to the first line supervisor or the next level supervisor if the grievance concerns the first line supervisor.
 - Must present within 15 calendar days of specific act or occurrence that is being grieved or within 15 calendar days of the employee becoming aware.
 - May present a grievance concerning a continuing condition at any time.
 - Must specify the matter being grieved and identify the requested personal relief.
 - May request use of Alternative Dispute Resolution (ADR) techniques to resolve dispute before going formal. The time limit to file a formal grievance begins at the conclusion of the ADR process when ADR is used.
- Supervisor may not reject an informal grievance for any reason and must attempt to resolve it and respond in writing within 15 calendar days. May be extended up to 30 days.
 - Prepare a memo for the record if grievance is presented orally.
 - If the supervisor believes the employee's concern is excluded from the informal grievance procedures, they should inform the employee and advise them of the appropriate procedures and point of contact in the Civilian Personnel Flight (CPF). The supervisor must attempt to resolve the matter at the informal stage.
 - Use ADR techniques when possible to resolve employee grievances.
 - If the grievance is not resolved, the supervisor shall inform the employee of the time limits and procedures for filing a formal grievance.

FORMAL GRIEVANCE RESOLUTION PROCESS:

A formal grievance may be filed NLT 15 calendar days after the conclusion of the informal process if the issue(s) is/are not resolved, if management's time limits have expired, or if the employee elects to bypass the informal process. **All formal grievances should initially be forwarded through the CPF. The CPF will forward the grievance to the appropriate deciding official.**

- Formal grievances must be in writing and should be addressed to the appropriate deciding official as identified below:
 1. Employees assigned to the 435th Air Base Wing or 86 Airlift Wing should address a formal grievance to the respective Group Commander through 435 MSS/DPCE, Unit 3220, Box 365, APO AE 09094-0365.
 2. Employees assigned to the 435th Air Base Wing or 86 Airlift Wing staff offices who are not a part of a subordinate Group should address a formal grievance to the respective CV through 435MSS/DPCE, Unit 3220, Box 365, APO AE 09094-0365.
 3. Employees assigned to HQ USAFE should address a formal grievance to the appropriate director or designee through 435 MSS/DPCE, Unit 3220, Box 365, APO AE 09094-0365.
 4. Employees assigned to GSU's or tenant organizations should address a formal grievance to the appropriate commander through 435 MSS/DPCE, Unit 3220, Box 365, APO AE 09094-0365.
 5. Grievances concerning career program issues should be addressed to the appropriate career program through 435 MSS/DPCE, Unit 3220, Box 365, APO AE 09094-0365.

- The formal grievance must contain the following information:
 1. Sufficiently detailed statement of the specific issue(s) and personal relief sought.
 2. Copies of any related documents the employee wishes to be considered.
 3. The name, address, and telephone number of designated representative (if any).
 4. A statement that the employee has not filed an appeal or complaint on the same issue(s) in any other appellate or complaint system or with any other agency.
 5. Copies of documentation from informal grievance and/or statement of attempts to resolve issue(s) informally.

- The deciding official determines disposition of issue(s), the means of investigation, whether to allow a representative, and the use of official time. The deciding official issues a written decision as soon as possible, but normally NLT 60 days from the filing of the formal grievance. The deciding official may extend time frames. If extensions are used, a decision must be issued NLT 90 days from the filing date or 120 days if a third party fact-finder is utilized (i.e., an examiner from the Office of Complaints Investigation).

- Decisions under the AGS are final. However, employees may request a review of a decision to reject, cancel, or otherwise terminate a grievance without a decision on its merits; or a decision that did not grant the relief sought when the grievance involved a suspension without pay.

Advice and assistance may be obtained by contacting your Human Resources Specialist (Employee Relations), Ramstein AB Civilian Personnel Flight, DSN 480-2008 or 2196.

435 MSS/DPCE Unit 3220 Box 365 APO AE 09094 Ramstein AB Germany
 Building 2120 Phone: 480-2196 Fax: 480-7054
 Web Page Address: <http://www.ramstein.af.mil/435mss/cpo>