

Administrative Grievance System (AGS) (AFI 36-1203)

The AGS applies to all US appropriated fund civilian employees who are either non-bargaining unit employees or bargaining unit employees in a unit where no collective bargaining agreement has been negotiated or where the agreement excludes the matter at issue.

A grievance is a request by an employee, or a group of employees acting as individuals, for personal relief in any matter of personal concern or dissatisfaction not specifically excluded from coverage that relates to the employee's employment and which is subject to the control of management.

PROCEDURES:

INFORMAL DISPUTE RESOLUTION PROCESS:

- Informal presentation of grievance (Oral or Written) to the first line supervisor or the next level supervisor if the grievance is against the first line supervisor.
 - Must present within 15 calendar days of specific act or occurrence which 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 personal relief requested.
 - May request use of Alternative Dispute Resolution (ADR) techniques to resolve dispute before going formal. The time limit to file a formal grievance begins from the conclusion of the ADR process, **if utilized**. Additional information may be obtained regarding ADR by contacting your servicing Employee Relations Specialist.
- Supervisor may not reject an informal grievance for any reason and must attempt to resolve it within 15 calendar days. May be extended to not more than 30 days.
 - Do a memo for the record if grievance is presented orally.
 - Must respond in writing if the informal grievance was presented in writing.
 - If the supervisor believes the employee's concern is excluded from the formal 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 still attempt to resolve the matter at the informal stage.

- Should use ADR techniques when possible to resolve employee grievances. Additional information may be obtained from your servicing Employee Relations Specialist.
- If the grievance is not resolved, the supervisor shall inform the employee of the time limits and procedures for filing a formal grievance.