



CIVILIAN PERSONNEL FLIGHT FACTSHEET

Current as of February 2020

COMPLAINT SYSTEMS

Applicable to U.S. appropriated fund civilian employees

If you have a problem in the workplace involving an employment-related matter, you have several means available to you to resolve your concerns. Your first stop should be your first level supervisor or someone higher in your chain of command. Poor communication and misunderstandings cause many disagreements and problems. The best way to fix a concern is at the lowest level possible. If this approach does not work, there are formal procedures available. This list should help you determine which process is correct for you.

ADMINISTRATIVE GRIEVANCE: A grievance is a request by an employee, or a group of employees, for relief in an employment-related matter of concern that is not specifically excluded from the grievance procedure. An employee may informally present a work-related problem to their immediate supervisor before filing a formal grievance or they may choose to bypass this problem-solving process and invoke the formal grievance process. The time limit for filing a grievance is **15 calendar days** from the date of the act or event that an employee believes created the problem, or the date the employee became aware of the act or incident. If the problem-solving process is used, the employee must file a grievance no later than 15 days from the conclusion of that process. An employee's grievance must be signed, dated, and contain a sufficiently detailed statement of the specific issue(s) and the specific, personal remedy sought. The Air Force administrative grievance procedure is outlined in DoDI1400.25V771_AFI 36-706, *DoD Civilian Personnel Management System Administrative Grievance System*.

DISCRIMINATION COMPLAINT AND EQUAL EMPLOYMENT OPPORTUNITY (EEO)

PURVIEW: If you believe you have been discriminated against on the basis of race, color, religion, sex (including pregnancy, gender identity and sexual orientation), national origin, age, genetic information, disability or prior Equal Opportunity (EO) activity, you must contact an EEO Counselor/Specialist within **45 calendar days** from the date the act took place or when you become aware of the discriminatory action or the effective date of the personnel action. For EO support or assistance email 86aw.eo@ramstein.af.mil or visit their website at: <https://portal.usafe.af.mil/sites/86AW/EO/default.aspx>.

APPEAL TO THE MERIT SYSTEMS PROTECTION BOARD (MSPB): Actions that may be appealed to the MSPB include: removals, suspensions of more than 14 days, reductions in grade or pay, denials of within grade or salary increases, reduction-in-force actions, Office of Personnel Management (OPM) retirement decisions, OPM suitability determinations, OPM employment practices (the development and use of examinations, qualification standards, tests, and other measurement instruments), denials of restoration or reemployment rights, and certain terminations of probationary employees. You must submit an appeal within **30 calendar days** of the effective date of the action, if any, or within 30 calendar days after the date of receipt of the agency's decision, whichever is later. You can file an appeal

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online and obtain additional information by going to the MSPB's Appeal Online website at: <https://e-appeal.mspb.gov>.

CLASSIFICATION APPEAL: If an employee believes that the classification of their position (pay plan, series, grade, and/or official title) is wrong, they may file a classification appeal. The matter should be discussed with the immediate supervisor first. If you have questions your supervisor cannot answer, you may want to speak with the organization's assigned Staffing Specialist. An employee may not appeal the content or accuracy of their official position description. The procedures for filing a classification appeal can be found on MyPers at: https://mypers.af.mil/app/answers/detail/a_id/19998.

INSPECTOR GENERAL (IG) SYSTEM: The IG system should not be used for matters that are to be handled by one of the formal civilian complaint systems. Issues that may be appropriate for the IG include fraud, waste, and abuse issues, or complaints that are not personal to the person making the report. For additional information call 480-2457 or go the IG SharePoint site at: <https://portal.usafe.af.mil/sites/86AW/IGI/default.aspx>.

OFFICE OF SPECIAL COUNSEL (OSC): OSC's primary mission is to safeguard the merit system by protecting federal employees and applicants from prohibited personnel practices, especially reprisal for whistleblowing. Prohibited personnel practices are employment-related activities that are banned in the federal workforce because they violate the merit system through some form of employment discrimination, retaliation, improper hiring practices, or failure to adhere to laws, rules, or regulations that directly concern the merit system principles. OSC has the authority to investigate and prosecute violations. Further information may be obtained from the following website: www.osc.gov.

REFERENCES: DoDI1400.25V771_AFI36-706, *Administrative Grievance System*, DoDI 1400.25V511, *DoD Civilian Personnel Management System: Classification Program*; AFPD 36-27, *Equal Opportunity*, AFI 36-2706, *Equal Opportunity Program Military and Civilian* and AFI 36-1401, *Civilian Position Classification*.

Additional guidance on this topic is available from your Employee Management Relations Specialist. Contact information is included in the footer below.