

## Department of the Interior Departmental Manual

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**Effective Date:** 4/6/15  
**Series:** Personnel Management  
**Part 370:** Departmental Personnel Program  
**Chapter 771:** Administrative Grievance Procedures

**Originating Office:** Office of Human Resources

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### 370 DM 771

1.1 **Purpose.** This chapter provides Departmental policy for the Administrative Grievance Procedures (AGP). The Department of the Interior (DOI) AGP provides a fair, efficient, and orderly process for the review and resolution of disputes on employment-related and workplace matters.

1.2 **Authority.** The authority for the policy in this chapter is 5 C.F.R. 771.101.

1.3 **Policy.**

A. The DOI encourages prompt and informal resolution of any dissatisfaction and disagreements among employees at the earliest opportunity and at the lowest level possible; and it provides a collaborative process for addressing employment-related and workplace concerns and disputes.

B. The AGP encourage the use of conflict management tools and Alternative Dispute Resolution (ADR) to resolve issues and concerns whenever practical. Covered employees may use the AGP without restraint, interference, coercion, discrimination, or reprisal.

1.4 **Definitions.**

A. **Grievance.** Unless excluded by this chapter, a written request by an employee or group of employees for personal relief in a matter of concern or dissatisfaction that relates to the employment or a condition of employment of the employee(s), and that is subject to the control of management.

B. **Grievance File.** A separate file subject to the Privacy Act that contains all documents related to a grievance, including but not limited to the grievance, any statements of witnesses, records or copies thereof, statements made by the parties to the grievance, and the decision.

- C. Employee. An employee of DOI unless excluded under paragraph 1.6. This includes a former employee who was covered by the AGP while employed and who filed a timely grievance prior to his or her separation, if personal relief can still be provided.
- D. Bargaining Unit Employee. Any employee included in a bargaining unit with an exclusive representative (union) as certified by the Federal Labor Relations Authority (FLRA).
- E. Personal Relief. A remedy requested by the grievant(s). To qualify as personal relief, a requested remedy must be specific, clear, and subject to the control of management, and may not include a request for action, disciplinary or otherwise, against another employee or a supervisor.
- F. Grievance Official. A management official, normally the first-line supervisor or the official at the lowest level with authority to grant relief and designated to receive and attempt to adjust a Step 1 grievance. (See paragraph 1.10.)
- G. Deciding Official. A management official designated to receive and attempt to adjust a Step 2 grievance. Generally, this is an individual at a higher administrative level than anyone who could have adjusted the grievance under the Step 1 process. However, determinations as to the appropriate deciding official are made by bureau or office management in consultation with the Servicing Human Resources Office (SHRO). (See paragraph 1.10.)
- H. Days. Calendar days, unless otherwise stated. Time limits expire at the normal close of business on the day specified. If, however, a time limit expires on a weekend, holiday, or other non-workday the time limit is extended to close of business on the next workday. Note that time limits will not be extended if the non-workday falls on a day when the employee has scheduled leave.
- I. Alternative Dispute Resolution (ADR). As used in this chapter, a process for seeking consensual resolution of the issues and concerns underlying a grievance. The ADR process is generally a more flexible and cooperative approach to problem solving than other methods.
- J. Conflict Management. A concept that encourages early awareness and understanding of conflict through effective communication; and one that allows for constructive resolution to address underlying concerns and minimize negative impacts of conflicts or disputes.
- K. Servicing Human Resources Office (SHRO). The human resources or administrative office that provides human resources services to the grievant and the grievant's supervisors and managers.
- L. Administrative Grievance Form (AGF). The AGF (Form DI-7600) must be used when a grievant files either a Step 1 or Step 2 grievance. (A copy of the AGF is attached. Copies may also be obtained from the SHRO.)

**1.5 Coverage.** The policy in this chapter applies to all employees in DOI (including former employees as defined in paragraph 1.4C) except employees appointed under Schedule C hiring authority, non-career SES employees, and bargaining unit (union) employees covered by a collective bargaining agreement and/or negotiated grievance procedure. (Bargaining unit employees not covered by a collective bargaining agreement and/or negotiated grievance procedure may be covered under this policy only if the appropriate management and union representatives have signed a written agreement to allow for the use of these procedures). Use of the AGP, if selected when other administrative remedies are available, precludes the use of other administrative remedies. Bureaus/offices are expected to follow these procedures and may not issue supplemental AGP policies.

**1.6 Responsibilities.**

A. Director, Office of Human Resources (OHR). Responsible for overseeing DOI's AGP and ensuring that the policy is administered properly. The Director has discretionary authority to assume jurisdiction of a grievance or the grievance process at any stage in the proceedings when deemed necessary.

B. Heads of Bureaus and Offices. Responsible for administering the policy in this chapter, issuing implementing instructions, as appropriate, complying with appropriate time limits as established herein, and ensuring that employees and supervisors are advised of their rights and responsibilities, including an employee's option of electing an ADR process at the Step 1 grievance stage.

C. Director, Office of Collaborative Action and Dispute Resolution (CADR). Oversees DOI's workplace ADR program, Conflict Resolution PLUS (CORE PLUS), and coordinates efforts with the Director, OHR. (See 370 DM 752.2 with respect to AGP.)

D. Servicing Human Resources Office (SHRO). Provides advice, assistance, and guidance to employees, supervisors, and managers on the procedures described herein. The SHRO is also responsible for conducting a procedural review of the Step 2 grievance and designating a deciding official once the grievance has been accepted for processing. The SHRO coordinates with the Solicitor's Office and others as needed to ensure that agreements reached through ADR are reviewed for administrative and legal sufficiency before they are finalized. The SHRO also may refer employees and/or managers to other offices for additional assistance as appropriate and/or consistent with bureau delegations of authority.

E. Supervisors. Responsible for listening to employee complaints, handling grievances in a fair and equitable manner, and complying with appropriate time limits as established herein. Supervisors shall try to clarify misunderstandings, engage in collaborative problem solving, use conflict management tools as appropriate, and make reasonable adjustments to address issues and problems that arise in day-to-day relationships with and among employees. Supervisors are also responsible for encouraging the use of effective communication, seeking to clarify misunderstandings about issues and problems, and seeking informal resolution at the earliest opportunity through ADR or other appropriate methods available through DOI's ADR program, CORE PLUS.

F. Grievants. Employees who file grievances are responsible for complying with the procedures as established herein, including meeting time limits as specified, furnishing sufficient detail to identify the matter being grieved, and specifying the personal relief requested. Grievants are also responsible for seeking to clarify misunderstandings about issues and problems, and seeking informal resolution at the earliest opportunity through ADR or other appropriate methods available through DOI's ADR program, CORE PLUS.

#### 1.7 **Matters Included/Excluded.**

A. Matters Included. The AGP applies to any matter of concern or dissatisfaction relating to the employment or conditions of employment (see 1.4A) of an employee or employees unless otherwise excluded under 1.7B. The personal relief sought must be specific and subject to the control of management officials of DOI. Examples of covered matters include but are not limited to working conditions, suspensions of 14 calendar days or less, letters of reprimand, and reassignments.

B. Matters Excluded. The following matters are excluded from coverage:

(1) The content of published regulation and policy, including provisions of the Code of Federal Regulations, the Departmental Manual, and any other DOI policy.

(2) Any matter covered by a negotiated grievance procedure or which is appealable to or under the jurisdiction of the U.S. Merit Systems Protection Board (MSPB), the Office of Personnel Management (OPM), the Federal Labor Relations Authority (FLRA), the Office of Special Counsel (OSC), or the Equal Employment Opportunity Commission (EEOC).

(3) Non-selection from a group of properly ranked and certified candidates, failure to receive a noncompetitive promotion, or any other grievance related to a selection process.

(4) A warning or notice of a proposed action which, if taken, would be covered under the AGP (or excluded from coverage by paragraph 1.7B). Such matters include, but are not limited to, notices of proposed discipline or adverse action, letters of warning, and letters of counseling.

(5) The performance evaluation of a Senior Executive Service (SES) appointee under 5 U.S.C. Chapter 43, Subchapter II; the reassignment of an SES appointee following the receipt of an "unsatisfactory" rating under 5 U.S.C. 4314; the return of an SES career appointee to the General Schedule or another pay system during the 1 year period of probation or for less than "fully successful" executive performance under 5 U.S.C. 3592; or the termination of an SES career appointee during probation for unacceptable performance under 5 C.F.R. Part 359, Subpart D.

(6) The termination of a probationary employee in accordance with 5 C.F.R. Part 315, Subpart H and 5 U.S.C. 3321; the return of an employee serving a supervisory or managerial probationary period to a non-supervisory or non-managerial position in

accordance with 5 C.F.R. Part 315, Subpart I and 5 U.S.C. 3321; or the separation or termination of an employee during a trial period.

(7) The substance of Critical Elements and Performance Standards in an employee's performance appraisal plan (EPAP); communications regarding performance (such as feedback concerning performance, progress reviews, performance improvement plans, individual development plans, etc.); or any performance rating. (Refer to 370 DM 430 and the Departmental Performance Appraisal Handbook for information on the reconsideration process for performance ratings).

(8) The granting of, failure to grant, or the amount of an award under 5 CFR Part 451 and 5 U.S.C. 4502; the adoption of, or failure to adopt, an employee suggestion or invention under 5 C.F.R. Part 451 and 5 USC 4503; the granting of, or failure to grant, an award of the rank of meritorious or distinguished executive to an SES career appointee under 5 U.S.C. 4507 and 5 C.F.R. Part 451, Subpart B; the granting of, failure to grant, or the amount of a performance award for an SES career appointee under 5 U.S.C. 5384 and 5 C.F.R. Part 534, Subpart D; or the receipt of or failure to receive an additional step increase under 5 U.S.C. 5336 and 5 C.F.R. Part 531.

(9) A decision to grant, or not to grant: an SES pay rate increase; a pay rate increase under 5 U.S.C. 5376 and 5 C.F.R. Part 534, Subpart E; a pay adjustment under an administratively determined pay system.

(10) The payment of, failure to pay, or the amount of a recruitment bonus, a relocation bonus, a retention allowance, or a supervisory differential under 5 C.F.R. Part 575 and 5 U.S.C. 5753-5755; the payment of, failure to pay, or the amount of critical position pay under 5 C.F.R. 535 and 5 U.S.C. 5377; the failure to request or grant an exception to the dual compensation restrictions under 5 C.F.R. Part 553 and 5 U.S.C. 5533, and the failure to receive an agreement under the Student Loan Repayment Benefit program under 5 CFR 537 and 5 U.S.C. 5379.

(11) Any discretionary payment not specifically excluded elsewhere in this policy.

(12) The termination or expiration of a time-limited excepted appointment; a temporary or term appointment or promotion; an SES limited emergency or limited term appointment on the date specified as a condition of employment at the time the appointment or promotion was made; or the termination of a temporary or term promotion at any other time, provided the employee was informed in advance of the temporary nature of the promotion and the employee was returned to the former position from which he or she was temporarily promoted, or to a different position of equivalent grade and pay.

(13) Any position classification action.

(14) Matters covered under other internal DOI review methods, including but not limited to Performance Appraisal, Government Housing and Utilities, Divestiture Orders, Merit Pay Coverage, Property Boards of Survey, findings and recommendations of Law Enforcement

Boards of Review, decisions to temporarily or permanently revoke a law enforcement commission, Boards of Inquiry, Medical Standards Review Process, debt collection, and disapprovals of waivers of overpayment.

(15) Any policy or directive issued by the Secretary of the Interior or his or her designee.

(16) A formal complaint alleging discrimination on the basis of race, color, religion, sex, national origin, age, physical or mental disability, genetic information, reprisal or retaliation (for participating in Equal Employment Opportunity (EEO) discrimination complaint proceedings or otherwise opposing discrimination).

(17) A formal complaint involving allegations of discrimination based on sexual orientation.

(18) Suitability determinations.

(19) Audit, investigation, or fact finding of an employee by the Office of Inspector General, Office of Special Counsel, Department of Justice, Department of Labor, or other fact finding entity.

(20) Any other matter covered by statute which vests jurisdiction in Federal court.

## 1.8 **Employee Rights.**

A. The DOI employees are entitled under these procedures to present grievances to their supervisors or managers. Employees also have the right to consult with their SHRO or a representative from the Office of Civil Rights (OCR) or CADR for procedural guidance. Employees shall be free from restraint, interference, coercion, discrimination, or reprisal in presenting a grievance.

B. An employee must proceed directly to Step 2 grievance procedures (paragraph 1.10A(2) if the grievance concerns a letter of reprimand or a disciplinary matter that included a proposed action, an opportunity to respond, and a final decision (i.e., suspensions of 14 days or less). In such cases, the Step 2 grievance must be filed in writing with the SHRO using the AGF (DI-7600) within 15 calendar days of the date the decision or reprimand was issued. The filing of such a grievance will not delay the effective date of the action. The SHRO will designate a deciding official and notify the grievant in writing within 7 calendar days of receipt of the grievance. As stated elsewhere in the chapter, the parties are strongly encouraged to utilize an ADR process to resolve the dispute; however management has the discretion to determine whether or not it wishes to participate in ADR for matters under this paragraph.

C. Employees may represent themselves, or be represented by someone of their choice. However, the choice of a representative, if a DOI employee, may be denied if it would result in a conflict of interest or position, a conflict with mission priorities, or unreasonable costs. With the concurrence of the SHRO, bureaus have the authority to deny the choice of a representative for

the reasons stated previously, and such determinations are not subject to review or appeal. Requests for attorney or representative fees will not be considered under these procedures.

D. Upon request, employees and their representatives shall have access to information directly related to the issues raised in the grievance. Grievants shall be given copies of such information, unless doing so would be unduly burdensome or contrary to law or regulation, as determined by the SHRO.

E. Employees, and their representatives, if employees of DOI, shall be permitted a reasonable amount of official duty time (generally a matter of hours, not days) subject to workload, if otherwise in a duty status, to prepare and present grievances and to communicate with management and human resources officials about such grievances. Reasonable use of government equipment and supplies may be used for this purpose. Such official time must be requested by the employee and approved in advance of its use by the immediate supervisor or his/her designee. Requests may be denied if the amount requested is determined by management, in consultation with the SHRO, to be unreasonable.

**1.9 Filing of a Formal EEO Complaint.** The filing of a formal complaint of employment discrimination under EEO procedures precludes advancement of the same matters under these AGP. Therefore, if the matter being grieved becomes the subject of a formal EEO complaint by the grievant who alleges discrimination as described in paragraphs 1.7B(16) and/or 1.7B(17), the official considering the grievance must terminate processing the grievance and dismiss the grievance, in writing, regardless of whether it is a Step 1 or Step 2 grievance.

**1.10 Grievance Process.** Management and employees are encouraged to resolve grievances at the earliest opportunity at the lowest possible management level without unnecessary delays. Before initiating the grievance process described below, employees are encouraged to attempt to informally resolve any grievance and underlying concerns by initially discussing the problem with their immediate supervisor, being mindful of timeframes for filing grievances under this chapter. This meeting can be facilitated upon request. Requests for a meeting facilitator should be made to the SHRO, who will coordinate with CADR for assistance through CORE PLUS. Employees or supervisors may also contact CADR for general ADR information at any time.

A. A grievance submitted to a supervisor or other appropriate official under these procedures must be considered and acted upon in a timely manner as described below.

(1) **Step 1 Grievance Procedure.** An employee must present a grievance in writing using the AGF (DI-7600) within 15 calendar days of the date of the challenged action or inaction, or the date he/she became aware of it. **Employees must fill out the AGF in its entirety, with assistance from the SHRO as necessary. Failure to complete the form may result in it being returned to the employee and, in some cases, termination of the grievance.** The deadline for this initial filing may be extended by the grievance official with concurrence of the SHRO (generally, such extensions will not exceed 7 calendar days), if such an extension for good cause is requested in writing by the grievant. The failure to grant an extension may not be appealed or grieved. The grievant (and/or the grievant's representative) and the grievance official (normally, the first-line supervisor or the official at the lowest level with authority to

grant relief) are strongly encouraged to engage in ADR where appropriate in an attempt to seek a mutually acceptable resolution of the issues giving rise to the grievance.

(a) A Step 1 grievance must be submitted to the grievance official in writing using the AGF (DI-7600), with a copy to the SHRO. The SHRO will review the grievance, make a procedural determination of acceptability (see paragraph 1.11), and notify the grievant and the grievance official if it is determined the grievance is not acceptable. If excluded from coverage, the SHRO will notify the grievant of this determination and offer to refer the matter to CORE PLUS for ADR assistance outside the scope of these procedures, as appropriate.

(b) If the grievance is accepted and ADR is not specifically requested, the SHRO will provide the grievant with information about the ADR option so the grievant can decide if he/she wants to elect ADR. If ADR is requested initially, or is requested after the SHRO has provided information about the ADR option to the grievant, the appropriate bureau/office will be responsible for ensuring that an appropriate management official with settlement authority is made available to participate in the ADR and that an Agreement to Mediate form is signed by both parties. Management is obligated to participate in ADR at the Step 1 grievances if requested by the grievant. The grievant and appropriate management official agrees to participate in good faith:

(i) The parties will try to resolve the grievance in a reasonable period of time, normally up to 45 calendar days, for the parties to attempt to reach resolution through the ADR process. The SHRO and the parties to the grievance may jointly agree to an extension beyond 45 days if to do so would further resolution of the matter. However, the ADR process may not be used to unnecessarily delay the grievance process.

(ii) Either party may terminate the process at any time. The ADR specialist will discuss the reasons for termination and document the decision to terminate the process in writing, a copy of which will be provided to the grievant, grievance official, and SHRO. Within 10 calendar days of termination of the ADR process, the grievance official will provide the grievant with a written decision on the Step 1 grievance.

(iii) For further information on the DOI workplace ADR program, CORE PLUS, see 370 DM 752.2.

(c) If ADR is successful and the parties are able to resolve the informal grievance, the ADR specialist normally will document the agreement in writing and, after review and concurrence by the SHRO, provide a copy of the executed agreement to the grievant, the grievance official, and the SHRO. (The agreement will outline the nature of the resolution reached and will be considered confidential, subject to disclosure only on a need-to-know basis; however, all settlements must be reviewed within DOI for technical and legal sufficiency). Once the settlement is executed and/or is effective, the Step 1 grievance will be considered resolved and the parties will be so notified by the SHRO.

(d) If the grievant does not request or agree to enter into an ADR process, the grievance official must provide the grievant with a written decision within 10 calendar days



of receipt of the grievance or 10 calendar days from the date the grievant declines the use of ADR after discussion with the SHRO, whichever comes later, unless a request for an extension by the grievance official has been approved in writing by the SHRO with a copy provided to the grievant. If the relief sought is not granted, the written decision must advise the grievant of such, of the time limit within which to request further consideration under the Step 2 grievance procedure, and that the Step 2 grievance must be directed to the SHRO for referral to the appropriate deciding official.

(2) **Step 2 Grievance Procedure.** If the grievance is not resolved at the Step 1 grievance, or falls under Section 1.8B, the employee may file a Step 2 grievance. The Step 2 grievance must be presented in writing, using the AGF (DI-7600), to a supervisor with a copy to the SHRO, and must include the Step 1 decision or ADR termination document, unless the Step 2 grievance is being filed in accordance with paragraph 1.8B.

(a) **Employees must fill out the AGF in its entirety, with assistance from the SHRO as necessary. Failure to complete the form may result in it being returned to the employee and, if appropriate, dismissal of the grievance.** If the grievance is accepted, bureau or office management will designate an appropriate deciding official, in consultation with the SHRO, and notify the grievant and the grievance official. (Generally, for grievances within the bureaus, grievance decisions are made no higher than the bureau director.) If it is determined the grievance is not acceptable (see paragraph 1.11), the SHRO will notify the grievant of this determination.

(b) If the parties did not participate in ADR at the Step 1 grievance, an employee must file a Step 2 grievance (a) within 7 calendar days from the date of receipt of the decision on the Step 1 grievance, or (b) if the grievant does not receive a decision on the Step 1 grievance, within 7 calendar days from the date the Step 1 grievance decision was due. Failure on the part of the grievant to meet these timeframes will result in dismissal of the grievance by the SHRO, unless a request for an extension for good cause has been made in writing by the grievant and approved in writing by the SHRO. The failure to grant an extension may not be appealed or grieved.

(c) If the parties participated in ADR at the Step 1 grievance but were unable to reach resolution, an employee must file a Step 2 grievance (a) within 7 calendar days of the date of receipt of the decision on the Step 1 grievance, or (b) if the grievant does not receive a decision on the Step 1 grievance, within 7 calendar days from the date the Step 1 grievance decision was due. Failure on the part of the grievant to meet these timeframes will result in cancellation of the grievance by the SHRO, unless a request for an extension for good cause has been made in writing by the grievant and approved in writing by the SHRO. The failure to grant an extension may not be appealed or grieved.

(d) The SHRO will review the Step 2 grievance, make a procedural determination of acceptability (see paragraph 1.11), and notify the parties in writing of the determination within 7 calendar days. If the Step 2 grievance is deemed acceptable, the SHRO will create a Grievance File (see paragraph 1.13).

(e) If the Step 2 grievance is deemed acceptable, an employee also may make an oral presentation if requested on the AGF (DI-7600). If an oral presentation is requested, the grievant is responsible for scheduling a meeting with the deciding official within 7 calendar days from the date the grievant is notified that the Step 2 grievance has been accepted, with SHRO assistance as necessary.

(f) At management's discretion, ADR may be utilized during the Step 2 grievance procedure. If management agrees to use ADR at this step, the deadline for the final grievance decision may be extended for up to 45 calendar days or as otherwise jointly agreed to by the parties and the SHRO.

(g) Within 20 calendar days from the date the deciding official receives the Step 2 grievance and grievance file from the SHRO, or from the date of an oral presentation if one is made, whichever is later, the deciding official will provide a written decision to the grievant, including a summary of the grievance, the consideration given to it, and the course of action decided on or conclusions reached. The decision of the deciding official will be final with no further right of appeal. **If the grievant does not receive a response from the deciding official within the established timeframes, and no request for an extension was made in writing to the SHRO with a copy provided to the grievant, the grievant will notify the SHRO. The SHRO will work with the deciding official, bureau human resources office, or OHR as necessary to ensure a response is provided as soon as possible.**

**1.11 Dismissal of a Grievance on Procedural Grounds.** A decision by the SHRO to reject a grievance at either Step 1 or Step 2 of the grievance process is final and not subject to further review. A grievance may be rejected without consideration of the merits if:

A. It was not filed within the specified time limits and a request for an extension of the time limits was not approved; or, if an extension of the time limit was approved and the grievance was not filed within the time limit as extended.

B. The grievance wholly involves a matter or matters that are excluded from coverage of the grievance procedure under paragraph 1.7. (Where one or more matters are rejected but others are not, those matters not rejected will continue to be considered. The grievant will be advised in writing by the SHRO of the specifics of this determination).

C. No specific personal relief is requested or relief is requested that cannot be considered (see paragraph 1.4E).

D. The grievance does not contain sufficient detail to identify and clarify the basis for the grievance.

**1.12 Dismissal of Grievance on Other Grounds.** A grievance will be dismissed by the SHRO and not subject to further review:

A. At the request of the grievant.

B. Upon termination of the grievant's employment with DOI, unless the personal relief sought may be granted after termination.

C. Upon the death of the grievant, unless the grievance involved a loss of salary.

D. For failure to act, including the failure of the grievant to meet deadlines if an extension has not been approved, for failure to furnish required information, or for other failure to cooperate in the processing of the grievance.

E. If it becomes evident that the matter is excluded under paragraph 1.7.

F. The grievance, due to current circumstances, has become moot.

**1.13 Grievance File.** The SHRO will establish a grievance file for each grievance accepted under these procedures. The file will be maintained and disclosed consistent with the Privacy Act and Freedom of Information Act. The grievance file is available to the grievant and his/her representative and will not contain any document that is not available to the grievant and his/her representative. The file should contain, but is not limited to:

A. The Step 1 grievance (AGF), Step 1 grievance decision, Step 2 grievance (AGF), and any additional materials provided by the grievant. Copies of regulations or policies in question should also be included.

B. If applicable, a written summary prepared by the ADR representative of actions and results, or lack of action, during the ADR procedure, including if applicable an Agreement to Mediate form signed by all participating parties, a copy of the written agreement, or a Notice of Results and Options. These documents are to be included consistent with confidentiality guidelines.

C. Copies of the advance notice, replies, and final decision where a disciplinary action is involved.

D. Copies of letters of reprimand, warning, etc., where such matters are at issue.

E. Copies of personnel action documents, where appropriate.

F. Copies of written summaries of oral responses/presentations, if applicable.

DI-7600  
Rev. 1/2014

**United States Department of the Interior: Administrative Grievance Form**

Name of Employee: \_\_\_\_\_

Employee's Job Title: \_\_\_\_\_ Employee's Work Email: \_\_\_\_\_

Employee's Bureau/Office: \_\_\_\_\_ Employee's Work Phone: \_\_\_\_\_

Name of Employee's Rep.: \_\_\_\_\_

Representative's Office: \_\_\_\_\_ Rep's Work Phone: \_\_\_\_\_

Name of Management or HR  
Official receiving this Grievance\*: \_\_\_\_\_

Are you a Member of a Bargaining Unit that is  
Covered by a Collective Bargaining Agreement?\*  Yes  No

Is this a Step 1 or Step 2 Grievance? \_\_\_\_\_

If Step 2, Are You Requesting an Oral Presentation to Discuss this Grievance?  Yes  No

Are You Interested in Participating in Alternative Dispute Resolution to Resolve this Grievance?\*\*\*  
 Yes  No

Date of Action Giving Rise to Grievance: \_\_\_\_\_

Date Employee Became Aware of Action: \_\_\_\_\_

Detailed description of the Grievance (attach additional pages as necessary):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Personal Relief Requested: To qualify as personal relief, a requested remedy must directly benefit the grievant, be specific and clear, and may not include a request for disciplinary action against another employee or a supervisor:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Has a complaint or appeal on this issue been filed with the Office of Civil Rights, Bureau EEO Office, the Equal Employment Opportunity Commission, Merit Systems Protection Board, the Office of Special Counsel, Federal Labor Relations Authority, Union or other offices?

Yes If Yes, with whom? \_\_\_\_\_  No

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date Received by Supervisor or SHRO: \_\_\_\_\_

*\*May be filled in or changed, as appropriate, by the Servicing Human Resources Office  
\*\*ADR may be offered at Management's discretion at the Step 2 Grievance stage  
A copy of this form MUST be provided to the Servicing Human Resources Office by the grievant*