

## **Administrative Grievance Procedure**

Review the Navy's Civilian Employee Grievance System.

### **What does the Administrative Grievance Procedure provide to Navy civilian employees?**

The Administrative Grievance Procedure (AGP) provides an employee, or group of employees, personal relief in matters of concern or dissatisfaction related to their employment. The AGP covers employment issues that are under the control of the activity head and are not covered by statutory appeals processes.

AGP provides Navy civilian employees a process to submit a complaint and receive fair consideration, which may involve hearings, fact-finding and other information-gathering techniques. In non-union settings, the administrative grievance procedure is generally available for matters not ordinarily appealable elsewhere. See also [Alternative Dispute Resolution](#) on this website.

**Exception:** DON employees who are represented by a union are obligated to follow the grievance procedures set forth in the applicable collective bargaining agreement. Copies of those documents are available through the HRO's Labor Relations staff.

### **What regulations/statutes apply to the Department of the Navy Administrative Grievance Procedure (AGP)?**

[SECNAV Instruction 12771.1](#), DON Administrative Grievance Procedure

[DoD 1400.25-M](#), Subchapter 771, Administrative Grievance Procedure

### **To whom may I submit a grievance using AGP?**

DoD employees are entitled to present grievances and to communicate with supervisors or managers and officials in their servicing Civilian Personnel Office.

### **Are employees allowed to use official time to prepare a grievance?**

Yes. Employees should be given a reasonable amount of official time to prepare a grievance and to communicate with management and personnel officials. Employees should also be given full access to relevant information and given copies of information if providing this information is not unduly burdensome.

### **Who is covered under AGP?**

Current appropriated-fund, non-bargaining unit DoD employees (defined in 5 U.S.C. 2105 (reference c))

- DoD employees with respect to matters arising during their previous employment at the activity, provided a remedy is available consistent with applicable law and regulation.
- Bargaining unit employees if a matter covered by AGP cannot be grieved under a negotiated grievance procedure (NGP) because an NGP is not in effect at the time or because it does not cover the matter being grieved.

### **Who/what is not covered under AGP?**

- Reinstatement and transfer eligible's who have applied for a position under a merit promotion program.
- Non-citizens recruited overseas and appointed to overseas positions.
- Non-appropriated fund employees.

### **How does the problem solving process work?**

DoD employees are encouraged to resolve problems by first presenting an **informal** complaint to their immediate supervisor. If the problem stems from action/inaction of the immediate supervisor, the employee may present the matter to the next level supervisor.

**Is there a time limit within which to present the issue for resolution using the problem solving technique?**

Yes. The employee must present the problem within 15 days following the date or event that the employee believes created the problem, or the date the employee became aware of (or reasonably should have become aware of) the act or event. If the problem persists over a period of time, the employee may present it at any time.

**Is there a time limit within which the supervisor must address the problem presented by an employee?**

Yes. The supervisor must attempt to resolve the problem within 5 days, and no later than 30 days, from the date the problem is first brought to the supervisor's attention, even though it may not be covered by grievance process. These time limits may be extended by mutual agreement of all parties.

**Does the problem have to be submitted in writing?**

No. However, if the employee submits the complaint in writing, the supervisor must respond in writing.

**How does the formal complaint process work?**

An employee may file a formal, written grievance with the designated deciding official (or any official designated to accept grievances on behalf of the deciding official) when the problem is not solved using the problem-solving process, or if the employee chooses to bypass that process and invoke the grievance process.

If the employee already used the problem-solving process, he/she must file a grievance no later than 15 days from the conclusion of that process; otherwise, the employee present the problem within 15 days following the date or event that the employee believes created the problem, or the date the employee became aware of (or reasonably should have become aware of) the act or event.

**What information must the employee present in his/her formal grievance?**

- A sufficiently detailed statement of specific issue(s)
- The specific remedy sought
- Copies of any documents related to the grievance

**May an employee raise an issue previously raised in another grievance, appeal, complaint, or other dispute resolution process?**

No.

**How much time does the deciding official have to make a decision regarding the grievance?**

Generally, no more than 60 days from the filing of the grievance except under circumstances that the parties agree to extend the time limit to accommodate resolution of the dispute. If the deciding official does not render a decision within 90 days, the grievant may request a review by higher authority.

**Is the deciding official's decision regarding to the merits of the grievance final?**

Yes. The deciding official's decision on the merits of the grievance is final and not subject to further review.

**Who should I contact for more information about the how to file a grievance?**

Your local Human Resource Office or Human Resource Service Center.

**Websites:**

Navy [HRO reference library](#)

[Civilian Human Resource Library](#)