



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON KAISERSLAUTERN
UNIT 23152
APO AE 09227

REPLY TO
ATTENTION OF

IMEU-KAI-ZA

SEP 27 2011

MEMORANDUM FOR SEE DISTRIBUTION

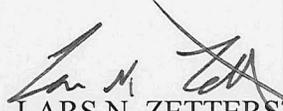
SUBJECT: United States Army Garrison Kaiserslautern (USAGK) Command Policy Letter # 8 - Administrative Grievance System (AGS)

1. This policy applies to all U.S. appropriated fund employees assigned to USAGK.
2. A work related problem must be presented within 15 days following the date of the act or event that the employee believes created the issue, or the date the employee became aware of the act or event. An employee may present matters of concern regarding a continuing practice or condition at any time. Use of Alternative Dispute Resolution (ADR) techniques is encouraged throughout the AGS process.
3. Grievance matters in accordance with the Department of Defense (DoD) AGS may be addressed through:
 - a. The Problem Solving Process at the informal stage.
 - (1) Under this process the employee may informally present a work related problem to his/her immediate supervisor before filing a formal grievance.
 - (2) In the event the problem consists of a matter or action directly under the employee's immediate supervisor and the employee has not been able to resolve the issue with that supervisor, the employee may elevate the concern to the Deputy to the Garrison Commander.
 - b. The Grievance Process at the formal stage: An employee may file a formal, written grievance with the USAGK Commander when:
 - (1) The problem is not resolved during the problem solving process, or
 - (2) The employee chooses to bypass that process and invoke the grievance process.

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4. IAW the responsibilities and requirements established by the DoD AGS, a decision issued by the deciding official at the formal stage concludes the grievance process and is final.
5. Point of contact is the Directorate of Human Resources at 493-4345.


LARS N. ZETTERSTROM
LTC, EN
Commanding

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