

CAF Grievance Process

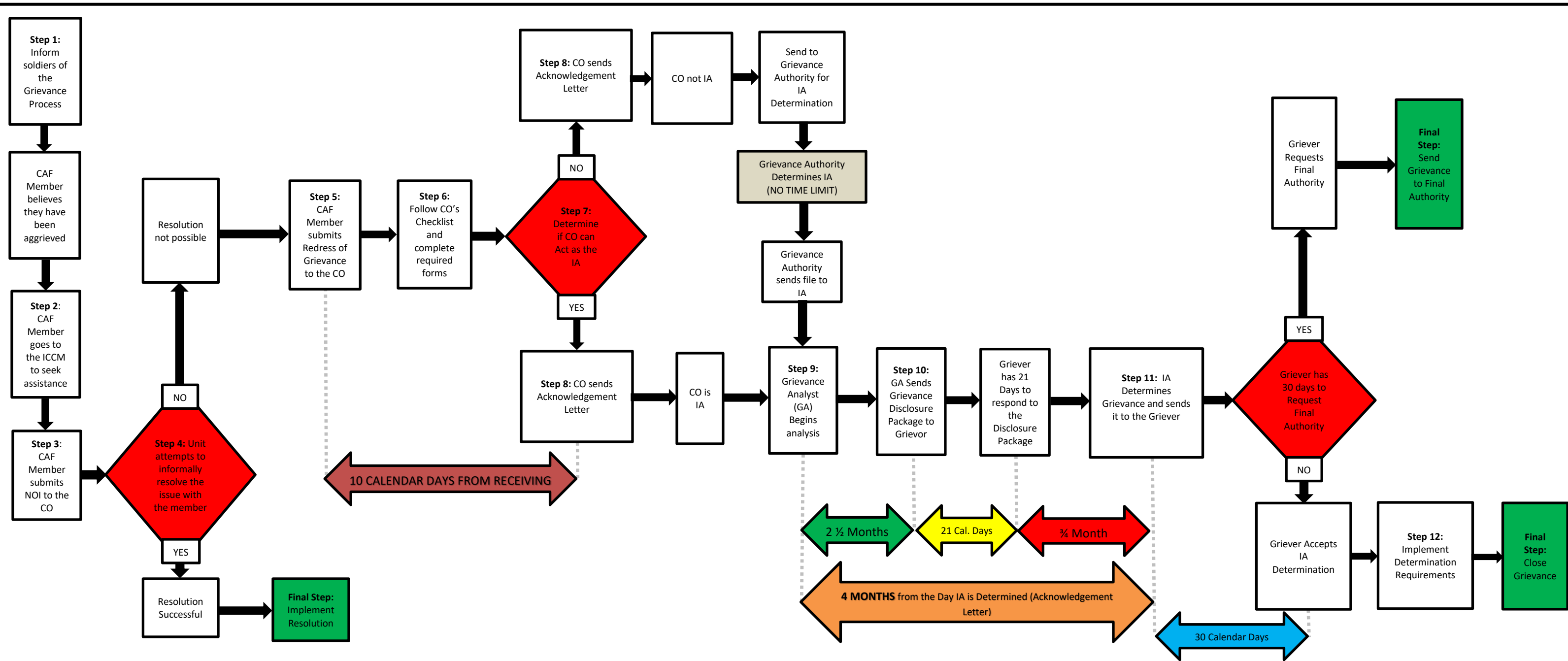
References: A. QR&O Volume 1, Chapter 7
 B. DAOD 2017-0, Military Grievances
 C. DGCFGA Staff Manual, Nov 16

Initiating a Grievance

Processing a Grievance

Determining a Grievance

Finalizing a Grievance



- The CoC is **not** to make corrections and fix formatting of a RoG (unless it is illegible).
- CAF Members are **not** to work on an NOI or a RoG during normal working hours. The Member is to complete both on their own time (i.e., Before or After normal work hours or on breaks/Lunch).
- If the CO cannot act as the IA, there is no time limit on how long it should take to send to the Grievance Authority. However, this should be done ASAP.
- The Grievance Authority has **no time limit for determining who the appropriate Initial Authority for a file will be**. The amount of time it takes does not count against the 4 month time limit for determining a RoG.
- If the grievor submits additional representation in the response to the Disclosure Package the Grievance Analyst must analyze it. **IF** the additional representation changes any of the Recommendations, then a NEW Disclosure Package needs to be sent to the grievor. They then have an additional 21 calendar days to respond. This additional time **does** count towards the 4 month timeframe for the IA to make a determination.
- If a determination has not been made by the IA at the end of the 4 month timeframe a letter needs to be sent to the grievor providing an explanation, a new date that a determination will be made by, and remind the grievor of their Right to request the RoG be sent directly to the Final Authority (e.g., block leave, deployment, course, etc., creating a compressed timeframe, but the IA still believes they can make a determination in a timely manner).
- The Final Authority is **not** bound to any timelines to make a determination.