

# Administrative Grievance System (AGS)

**Administrative grievance** - A request by an employee or group of employees acting as individuals for personal relief in a matter of concern or dissatisfaction regarding their employment subject to the control of DoD management

In accordance with DoD Directive 1400.25 (Reference (e)), DoD employees will be entitled to present disputes under the DoD AGS; have them considered expeditiously, fairly, and impartially; and be resolved as quickly as possible. All persons involved in the dispute resolution process must be free from restraint, interference, coercion, discrimination, or reprisal.

Parties are encouraged to use alternative dispute resolution (ADR) techniques to resolve disputes consistent with the requirements of this volume. ADR techniques include a broad range of approaches for dealing with conflict and seeking solutions satisfactory to all parties. These techniques include, but are not limited to, problem solving, mediation, facilitation, conciliation, early-neutral evaluation, fact-finding, settlement conferences, ombudsmen, peer review, and arbitration.

## DOD AGS Requirements

- a. DoD employees are entitled to present grievances using the DoD AGS and to communicate with supervisors or managers and officials in their servicing Civilian Personnel Office or Human Resource Office.
- b. DoD employees may represent themselves or be represented by someone of their choice. The choice of representative may be denied if it would result in a conflict of interest, conflict with mission priorities, or result in unreasonable costs.
- c. DoD employees and their representatives must have full access to relevant information and be given copies of such information upon request, unless to do so would be unduly burdensome or contrary to law or regulation.
- d. DoD employees must be permitted a reasonable amount of duty time, if otherwise in a duty status at the employing activity, to present grievances and to communicate with management and personnel officials. Employees may also be given a reasonable amount of duty time to prepare a grievance.

## AGS Process

Refer to [DoDI 1400.25-V771](#) Enclosure 3, pg. 13 and also the [AGS Handout](#) for a more detailed explanation of the grievance process for both Informal and Formal grievances.

**Note: An employee may not grieve the same matter raised in any other grievance, appeal, complaint, or other dispute resolution process.**