

Avenues of Redress for USAG West Point Employees

Employee Assistance Program (EAP)	EAP is a voluntary, confidential program supporting employees and management to work through various life challenges Addressing workforce problems that include (but are not limited to), health, family, marital, emotional, behavioral, alcohol and drug abuse and financial difficulties, or other personal concerns which may adversely affect employee job performance and well-being.	(Free) For DOD Civilian Employees and their family members, Military family members, and Retirees and their family members. To make an appointment please contact: Christine Cincotta, Certified Employee Assistance Professional (CEAP) (520) 717-9454 / (520) 706-5674 Email: christine.a.cincotta.civ@army.mil
Equal Employment Opportunity (EEO) Complaints	The USAG EEO Office provides Army current employees, former employees and applicants for employment, impartial processing of complaints of discrimination based on race, color, age, national origin, sex (including transgender status, gender identity, sexual orientation, and pregnancy), religion, disability, genetic information, or retaliation for opposing discriminatory practices and/or participating in the discrimination complaint process.	Filing Deadline: IAW AR 690-600, you must initiate contact with an Army EEO Office within calendar 45 days of the effective date of the alleged discrimination. Under normal operations your contact can be in person, by telephone, email, or in writing. Your servicing EEO Office is identified as: Equal Employment Opportunity Office 667A Ruger Road, 5th Floor West Point, NY 10996 Phone: (520) 717-9380 e-mail: WPEEO@army.mil
Reasonable Accommodations	The USAG EEO Office provides assistance with and manages reasonable accommodations to qualified employees with disabilities.	See AR 690-12 Appendix C or contact the USAG EEO Office at (520) 717-9380
Alternative Dispute Resolution (ADR) Procedure	The USAG EEO Office assists organizations resolve inter-personal issues at the lowest levels possible. While the ADR program is primarily focused on EEO complaints, non-EEO issues can also be addressed.	If an organization wishes to address an issue through formal ADR, contact the USAG EEO Office at (520) 717-9380 or (520) 717-9383
U.S. Merit Systems Protection Board	Hears appeals from employees regarding adverse actions and other personnel actions, including prohibited personnel practices resulting from reprisal for whistleblowing.	Information for filing complaints is available at www.mspb.gov . Regional Offices: https://www.mspb.gov/contact/contact.htm Phone: (202)-653-7200 or 1-800-877-8339 (TDD) mspb@mspb.gov MSPB IG Hotline: 1-800-424-9121
Negotiated Grievance Procedure - available for Non Appropriated Fund (NAF) and Appropriated Fund	Complaints by any bargaining unit employee concerning any matter relating to the employment of the employee; by the Union concerning any matter related to the employment of a bargaining unit employee; or, by any employee, the Union, or the Employer concerning the effect or interpretation, or	Available to NAF and AF bargaining unit employees. Contact your Union Representative: American Federation of Government Employees (AFGE) Local 2367 email: afgelocal2367@gmail.com or Contact your Labor Management and Employee Relations Specialist NAF LMER Specialist: Carmela Leva, at carmela.m.leva.naf@army.mil
(AF) bargaining unit employees. To determine bargaining unit status, check block 37 of the SF50.	claim of breach of the Collective Bargaining Agreement; or any claimed violation, misinterpretations and misapplications of any law, rule or regulation affecting conditions of employment.	AF LMER Specialist Kindred Gaynor, at kindred.w.gaynor.civ@army.mil
Administrative Grievance Procedure - available for non-bargaining unit employees and, bargaining unit employee for some matters excluded by the Collective Bargaining Agreement	Grievances on any matter of concern or dissatisfaction to a non-bargaining unit employee relating to his/her employment which is subject to the control of West Point. This process also covers bargaining unit employees when a matter covered by the DoD AGS cannot be grieved under a negotiated grievance procedure (NGP), either because an NGP is not in effect at the relevant time or because it does not cover the matter being grieved.	For AF employees: information and procedures for filing an Administrative Grievance may be found in DoDI 1400.25 Volume 771. Filing Deadline: You must initiate the grievance procedure/file your grievance within 15 calendar days of engaging in the informal problem solving process or within 15 calendar days following the date of the act 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. Where to File a Grievance: Contact your servicing LMER Specialist (see above). For NAF employees: information and procedures for filing an Administrative Grievance may be found in AR 215-3, Chapter 8. Filing Deadline: Other than when an employee and management official agree that the informal procedure would serve no useful purpose, or when the grievance involves a disciplinary action to which the grievant has already replied, the informal process must be used at the immediate supervisory level, no later than 7 calendar days after the effective date of a Business Based Action, 15 calendar days after the effective date of other personnel actions, or 15 calendar days after the date of the event for other matters. Where to File a Grievance: Contact your servicing LMER Specialist (see above).

Office of the Inspector General	Unclassified complaints of any Fraud, Waste, and Abuse (FWA) and violations of law.	OIG Hotline at 1-800-752-9747 Web: https://ig.army.mil
U.S. Office of Special Counsel	Covers complaints by federal employees and applicants of prohibited personnel practices and reprisal for whistleblowing; enforces restrictions on political activity of federal employees; and protects employment and reemployment rights of veterans, guardsmen and reservists.	Information and procedures for filing complaints may be found at www.osc.gov General Line: (202) 804-7000 or toll free at 1-800-872-9855 or OSC may be reached by email at: info@osc.gov
Department of Emergency Services (DES)	For emergency situations. -in active shooter type situations where mobility is imperative, best to use a mobile phone in order to keep moving and connected to help -When dialing 911, ensure to advise the operator that you are located on West Point to be connected to the West Point response teams.	In the event of immediate danger, escape and call 911 When there is no immediate danger, contact the nearest supervisor and then the West Point Military Police (MP) Station (318) 774-9333

NOTE: This list is non-exhaustive as there are additional avenues of redress available to employees subjected to other personnel action or decisions,