NASA Procedural Requirements

NPR 3771.1
Effective Date: May 07, 1999
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COMPLIANCE IS MANDATORY

Printable Format (PDF)

Request Notification of Change (NASA Only)

Subject: Grievance System (Revalidated w/Change 1 05/05/2006)

Responsible Office: Office of Human Capital Management

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Chapter 1. Responsibility

1.1. Authority to Act on Grievances

The authority to act on grievances may be redelegated from NPD 3000 in accordance with the following provisions:

1.1.1. Informal Grievances.

1.1.1.1. First-level supervisor.

1.1.1.2. Upon an employee`s request, and for an acceptable reason, a second-level supervisor may accept and decide.

1.1.2. Formal Grievances--one level above those authorized to decide informal grievances.

1.2. Center Directors

1.2.1. Center Directors are responsible for the maintenance, distribution, and the availability of the provisions of the NASA Grievance System to all NASA employees as set forth in this NPR.

1.2.2. Center Directors may develop implementing instructions; e.g., specifying when fact finding is required or when an unresolved grievance must be referred to a higher authority.

1.3. Officials-in-Charge of Headquarters Offices and Center Directors

Officials-in-Charge of Headquarters Offices and Center Directors are responsible for appointing employees to serve as Fact Finders.

1.4. Human Resources Directors

The Human Resources Director for Headquarters and for each Center is responsible for the following:

1.4.1. Selecting Fact Finders for a specific grievance.

1.4.2. Coordinating and administering the NASA Grievance System.

1.4.3. Providing necessary information to employees, supervisors, other management officials, and Fact Finders.

1.5. Supervisors

Supervisors are responsible for acting constructively, promptly, and fairly on any matter that is of concern to employees.

1.6. Employees

Employees are responsible for the following:

1.6.1. Complying with the grievance procedures and meeting established time limits.

1.6.2. Furnishing sufficient detail to clearly identify the matter being grieved.

1.6.3. Specifying the personal relief requested.

1.7. Deciding Officials

Deciding officials are responsible for the following:

1.7.1. Giving each grievance full, impartial, and timely consideration.

1.7.2. Ensuring that their reviews include, but are not limited to, the issues of fact and are in compliance with this NPR.

1.7.3. Determining when a Fact Finder is needed and requesting the Personnel Director to select one.

1.7.4. Initiating corrective action when appropriate.

1.7.5. Providing the employee with a timely written decision.

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