

## APPEALS PROCESS

1. Employees shall have a right to present complaints and grievances to management and to request personal relief in matters relating to Post Allowance claims through the AAFES Grievance Procedures.
2. The grievance must be submitted to the Senior Vice President, Human Resources, HQ AAFES, ATTN: HR-P, Claims, P.O. Box 660202, Dallas, TX 75266-0202 within 21 calendar days of receipt of payment for the claim or notification of denial of the claim.
3. The grievance must
  - (1) Be in writing.
  - (2) Be personally signed by the associate.
  - (3) State in detail the reasons for the grievance, including any calculations, spreadsheets, or other analysis.
  - (4) Include any affidavits and/or documentary evidence in support of the grievance.
  - (5) Specify the relief sought, which must include the specific amount of Post Allowance the employee calculates to be due.
4. The SVP/HR will provide a decision to the associate within 45 calendar days from the date the grievance is received.
5. The associate may appeal the SVP/HR's decision in writing to the AAFES Hearing Examiner's Office, Attn: CV-G, 3911 South Walton Walker Blvd., Dallas TX 75236. The appeal may contain affidavits, documentary evidence, and arguments in support of the former associate's appeal. The appeal must be filed within 7 calendar days of the associate's receipt of the SVP/HR's decision.
6. With good cause shown, the SVP/HR may extend the period to file the appeal up to an additional 15 calendar days, provided the request for extension is received within 7 calendar days of the associate's receipt of the management official's decision.
7. A formal evidentiary hearing will not be held unless the AAFES Hearing Examiner determines a hearing is necessary. If so, a conference call or VTC will be used in place of an in-person hearing.
8. After the Hearing Examiner reviews all evidence, and conducts an evidentiary hearing when determined necessary, he/she makes recommendations to the Appellate Authority. The Appellate Authority makes a final decision within 15 calendar days of receipt of the Hearing Examiner's recommendations.
9. Unless further information is required, the Appellate Authority will make a final decision on the grievance's merits and forward it to the associate within 30 calendar days of receipt of the appeal from the management official when no hearing is required, with an information copy furnished the management official. When a hearing is required, the Appellate Authority will make a final decision within 15 calendar days of receipt of the Hearing Examiner's recommendations. The final decision may increase or decrease the amount of post allowance awarded, or keep it the same. The decision of the Appellate Authority is final and not subject to further review or appeal.
10. Bargaining unit associates may present a grievance through their negotiated grievance process outlined in the respective bargaining agreement. Contact information for the local bargaining unit can be obtained from the local Human Resources Office, or [zomper@aafes.com](mailto:zomper@aafes.com).