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ADS Chapter 486

Grievances - Foreign Service

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POC for ADS 486: Alexandra Riboul, (202) 712-1234 - Option 2,
hr-helpdesk@usaid.gov

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ADS 486 – Grievances – Foreign Service

486.1 OVERVIEW

This chapter provides information on the grievance system for Foreign Service (FS) employees in the Agency.

486.2 PRIMARY RESPONSIBILITIES

- a. The American Foreign Service Association** is responsible for representing unit employees filing grievances.
- b. The Supervisor** (or responsible officer having immediate jurisdiction over a grievance) is responsible for providing the grievant with an initial written response, including a proposed resolution.
- c. Office Head:** Prior to review at the Agency level, the office head is responsible for deciding appealed grievances that were not resolved by the supervisor or responsible officer.
- d. The Deputy Assistant Administrator, Office of Human Capital and Talent Management (DAA/HCTM)** or designee is responsible for reviewing and deciding grievances at the Agency level.
- e. The Foreign Service Grievance Board (Grievance Board)** is responsible for reviewing and deciding Agency level decisions appealed by the grievant.

486.3 POLICY DIRECTIVES AND REQUIRED PROCEDURES

The statements contained within the .3 section of this ADS chapter are the official Agency policies and corresponding essential procedures.

486.3.1 Foreign Service Grievance System

The Agency shall adhere to the policies and essential procedures of the Foreign Service Grievance System contained in 3 FAM 4400 (See [3 FAM 4400](#)).

486.4 MANDATORY REFERENCES

486.4.1 External Mandatory References

- a. [3 FAM 4400](#)**
- b. [Foreign Service Act of 1980, as amended](#)**

Text highlighted in yellow indicates that the adjacent material is new or substantively revised.

486.4.2 Internal Mandatory References

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There are no Internal Mandatory References for this chapter.

486.5 ADDITIONAL HELP

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There are no Additional Help documents for this chapter.

486.6 DEFINITIONS

The terms and definitions listed below have been incorporated into the ADS Glossary. See the [ADS Glossary](#) for all ADS terms and definitions.

Bureau

A major organization unit of the Agency that reports to the Office of the Administrator; a Bureau is a Level 1 organization. A Bureau administers complex and diverse programs involving a designated geographic area; major policy, program and technical advisory services; or management and program support functions. ([Chapter 102](#), [103](#), 486)

days

See [3 FAM 4310](#). (Old 3 FAM 761.2) (Chapters [485](#) and 486)

foreign affairs agency

See [3 FAM 4412](#). (Chapter 486)

grievance

See [3 FAM 4412](#). (Chapter 486)

Grievance Board

See [3 FAM 4412](#). (Chapter 486)

grievant

Any Civil Service (CS) or Administratively Determined (AD) employee, including a former employee for whom a remedy can be provided by the Agency. (See [3 FAM 4412](#)) (Chapters 486 and [490](#))

implementation disputes

See [3 FAM 4412](#). (Chapter 486)

labor organization

See [3 FAM 4412](#). (Chapter 486)

party

See [3 FAM 4412](#). (Chapter 486)

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service

See [3 FAM 4310](#) and [3 FAM 4412](#). (Chapters [485](#) and 486)

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