



Information for Discussing an EEO Related Dispute

Any civilian employee or applicant for employment who believes he/she has been discriminated against, in an employment matter subject to the control of the Defense Commissary Agency (DeCA), may file a complaint of discrimination. A complaint may also be filed because an individual participated in prior EEO protected activity, alleged retaliation because of involvement in the EEO complaints process or opposed a practice that he/she believed to be discriminatory. NOTE: Employees hired or applicants for employment under their Host Country Labor Laws and Agreements are not eligible to file an EEO Complaint in the U.S. Complaints Processing System.

An individual who claims discrimination must first contact an EEO counselor who will make every effort to resolve the matter on an informal basis. To preserve one's right to file a formal complaint he/she must first contact an EEO counselor within 45 calendar days from the date of the alleged offense or, in the case of a personnel action within 45 calendar days from the effective date of the action or when the claimant first became aware of the action.

The EEO counselor will attempt to resolve the complaint informally within 30 calendar days after the initial interview with the aggrieved. This time line goal may be extended if the complainant requests Alternative Dispute Resolution (ADR) or if extenuating circumstances exist.

The aggrieved/complainant has the right to be accompanied, represented and advised by a representative of his/her choice (with some exceptions) during any stage of the complaint proceedings, including the pre-complaint counseling stage.

DeCA HQ/East/West - CONUS	DeCA Europe	DeCA West – Pacific Theater
<p>Headquarters Defense Commissary Agency Attn: HQ DeCA/EEO 1300 Eisenhower Avenue Fort Gregg-Adams, VA 23801-1800</p>	<p>Verizon Toll Free Access Dial your country access code and then dial DeCA EEO Toll-Free Number: 1-877-435-7336</p>	<p>Verizon Toll Free Access Dial your country access code and then dial DeCA EEO Toll-Free Number: 1-877-435-7336</p>
<p>DeCAEEO Toll-Free #: 1-877-435-7336 Email: eeocounseling@deca.mil</p>	<p>Belgium: 0800-77257 Germany: 0800-5891649 Italy: 800-874947 Netherlands: 0800-0233990 Portugal: 800-8-55430 Spain: 900-981891 Turkey: 1-8774357336 UK: 0-8004049677</p>	<p>Guam: 1-877-435-7336 Japan: 0066-33-812673 Korea: 00798-14-800-8116</p>