Issue Date: 5 January 2021

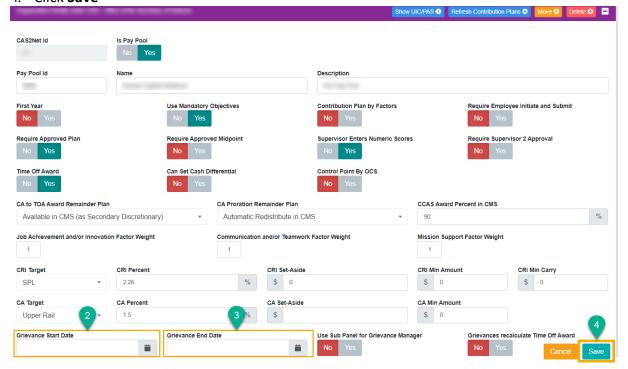**Topic:** CAS2Net Grievance Module: Administrator Roles and Responsibilities

Discussion: It is highly encouraged that organizations use the CAS2Net Grievance Module. If/when grievances are filed in CAS2Net, the administrators will be responsible for monitoring and administering the grievance processes.

There are two available options to activate the Grievance Module:

(1) Administrators set a grievance window that activates for all employees and supervisors the Grievance Module in their respective menus. This would allow employees to initiate a grievance any time within the specified time frame, or

(2) Upon an employee's request to the administrator, who will activate the Grievance Module for that employee and his/her supervisor.
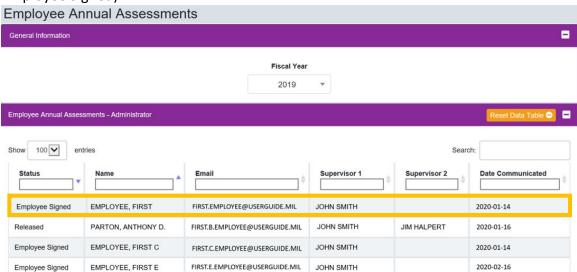
To set a grievance window, go to:

1. **Menu > Administrator > Organization Management**
2. Enter in a **Grievance Start Date** (the grievance window is 15 calendar days)
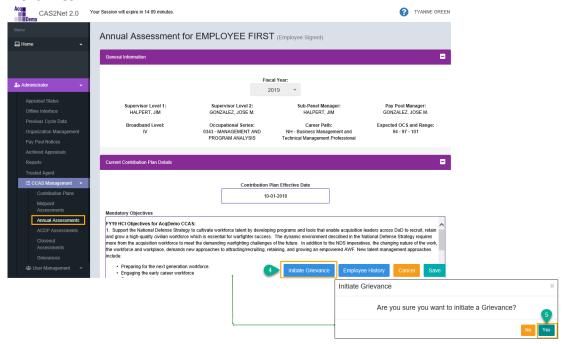3. Enter in a **Grievance End Date**
4. Click **Save**

If a grievance window is set, administrators will still have the ability to activate the Grievance Module for an employee after the end date of the grievance window IAW the pay pool manager's decision.

Employee's request, administrators go to:

1. **Menu > Administrator > CCAS Management > Annual Assessments**

2. Select related cycle year from Fiscal Year dropdown

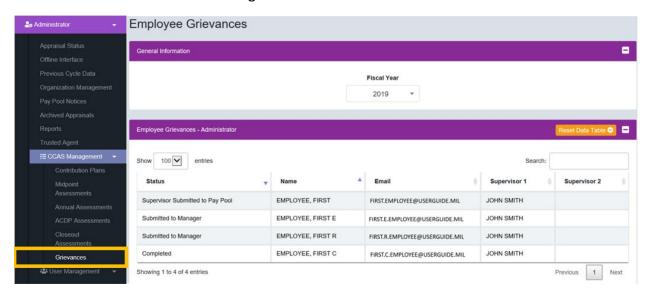3. From the table, select preferred employee to view grievance claim (Status must be Employee Signed)

4. Click **Initiate Grievance**
5. Click **Yes**

To view employee grievance submissions, go to:

Menu > Administrator > CCAS Management > Grievances

Grievance Statuses and Descriptions

The administrator is responsible for reviewing the grievance to ensure it is within policy and once cleared, submitting to the appropriate person. Administrator will be able to review but not modify. Additionally, once a decision has been made by the manager, the administrator must review to ensure the approved adjustments were made to the User Profile History, requests applicable personnel actions and responsible for releasing the grievance decision to the employee.

Please see below statuses and the actions required.

Status	Description
Draft	A grievance has been initiated but not yet submitted by the employee.
Employee Submitted to Pay Pool	The employee submitted the grievance. Action is needed by the administrator to review the submission and submit it the Supervisor once cleared.
Submitted to Supervisor 1	The supervisor is making their recommendation for the grievance.

Supervisor Submitted to Pay Pool	The supervisor submitted the grievance. Action is needed by the administrator to review the submission and submit it the Manager once cleared.
Submitted to Manager	The Manager is reviewing the grievance and making the decision.
Completed	A decision has been signed and Finalized by the Manager
Released	Manager Decision has been released to employee for review.

Action: Please inform all Administrators and Super Users of their grievance responsibilities. The CAS2Net User Guide will be updated with detailed guidance on using the grievance module for the employee, supervisor, manager, and Administrator NLT January 11, 2021. The updated guide will be posted on CAS2Net under Menu > What's New.

Note: If you have any question, please email the AcqDemo Program Office, AcqDemo.Contact@hci.mil.