

# NASA Headquarters Workplace Dispute Options

August 7, 2009

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Workplace grievances, misunderstandings, concerns, and/or complaints may arise in the workplace. Employees may pursue resolution if there is a belief he/she has not been treated reasonably and fairly. Resolution may be sought through one of the following options listed below:

- [NASA Headquarters EEO Complaints Process](#)

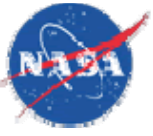
The [NASA Headquarters Equal Opportunity Employment \(EEO\) Complaints Process](#) can be used to address allegations of discrimination based on race, color, religion, sex (including sexual harassment), national origin, disability, age, or retaliation for prior EEO activity. An employee alleging discrimination based on sexual orientation must use the grievance procedure in the [NASA Grievance System](#). An employee in a bargaining unit must follow the provisions in the [Collective Bargaining Agreement \(CBA\)](#) which allow him/her to choose either the negotiated grievance procedure or the [NASA EEO complaints process](#), but not both. If you have questions or are interested in filing a complaint, contact the Headquarters Equal Opportunity and Diversity Management Division at (202) 358-1098.

- [NASA Headquarters Union](#)

The NASA Headquarters Union, a.k.a. the [NASA Headquarters Professional Association \(NHPA\)](#), is the exclusive representative of all full-time civil servant, non-supervisory scientists and engineers (through GS-15) employed by NASA Headquarters in Washington, D.C. These employees are members of the NHPA bargaining unit and are covered by a [Collective Bargaining Agreement \(CBA\)](#) that includes a grievance procedure (see ARTICLE 12). NHPA bargaining unit members have the option of using the grievance procedure outlined in the CBA or in another NASA procedure. There are currently no CBAs for contractor employees at NASA Headquarters. Contact an [officer or trustee of the NHPA](#).

- [NASA Grievance System](#)

The [NASA Grievance System](#) may be used to address any issue of employee concern or dissatisfaction in which resolution is possible and which is under the control of NASA management. There are limited exceptions described within the procedure. An employee in a bargaining unit must use the negotiated grievance procedure. If you have questions or are interested in filing a grievance, contact the Headquarters Human Resources Management Division at (202) 358-1998.



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- [NASA Headquarters Ombuds](#)

The [NASA Ombuds Program](#) is as an informal, independent, confidential and neutral means of communicating and facilitating the resolution of safety, organizational performance, and mission related issues without fear of retaliation. At NASA Headquarters, the Ombuds listens to an employee's issues, explores options, and weighs the pros and cons of various options for resolution. The Ombuds helps the visitor determine the focus of their concern and prepares the individual to communicate effectively regarding his/her issue. The Ombuds also follows up to make sure appropriate action is taken. The program is available for both civil servants and contractors. Should you have questions, contact [Rex Elliott](#) at (202) 358-3758.

- [NASA Office of Inspector General \(OIG\)](#)

All NASA and NASA contractor employees are encouraged to alert the OIG to crime, fraud, waste, and mismanagement in NASA's programs. The [OIG Hotline](#) offers a confidential means for reporting this important information. The OIG may be contacted at (202) 358-1220 or at (800) 424-9183. Visit the [OIG Web site](#) for more information.

- [Safety and Health](#)

Safety at NASA Headquarters is everyone's responsibility. When you suspect or see an unsafe or unhealthy condition or hazard in your workspace, communicate your concern and try to resolve the problem. The most important thing is to let someone know. You can report your concern to:

1. Your supervisor
2. Your organization's [Collateral Duty Safety Representative \(CDSR\)](#)
3. The Facilities HELP Desk: Call 358-0233 or submit a safety request using the [Facilities Help Desk System \(FASD\)](#)
4. The Headquarters Safety and Health Office: (202) 358-0854, (202) 358-1241, or (202) 358-1569

For additional information on reporting safety and health hazards at Headquarters, visit the [Reporting Safety and Health Hazards Web page](#).