STEP 1: DETERMINE THE BEST METHOD TO ADDRESS YOUR COMPLAINT

We encourage complainants to first attempt to resolve their issue using the chain of command. We also refer complainants to other processes established by the Department of the Defense or the Department of the Navy and Marine Corps.

The Common Complaints list provides the appropriate offices for you to contact in order to best resolve your concerns. If you don't find your issue, contact your legal officer, Staff Judge Advocate, Public Affairs Officer, or local Command Inspector General for assistance.

First, contact your chain of command to solve the problem. Start at the lowest possible level and use command channels before elevating them to the next higher level.

Discuss your problem with members in your chain of command such as the legal staff, union representative, chaplain, human resource personnel, equal opportunity advisor, your immediate supervisor, and Commanding Officer. Our experience has shown, with few exceptions, that commands are responsive to complainant's issues.

Military members may want to bring the issue to the attention of:

His/Her immediate or second level supervisor
Senior Enlisted Advisor
Commanding Officer (see "Commanding Officer Request Mast")

Civilian personnel may want to bring the issue to the attention of:

His/Her immediate or 2nd level supervisor
Commanding Officer
Local Human Resource Office
Human Resource Service Center, etc.

If you are unable to resolve the matter using the chain of command, you may consider **filing a formal grievance**. These grievance procedures differ depending on your employment status.

Military members may consider filing one of the following grievances:

- Complaint of Wrongs Against the Commanding Officer (Article 138)
- Complaint of Wrongs Against a Superior Outside your chain of command (Article 1150)
- Equal Opportunity (EO) complaint, if you think you have been sexually harassed or discriminated against

Military members who feel they have been reprised against by a superior in their chain of command, may file a Military Whistleblower complaint with DoD IG or the office of the Inspector General for Marine Corps Matters.

Navy/Marine Corps Federal civilian employees may file grievances with the:

- Your Human Resource Office or Human Resource Service Center
- Merit Systems Protection Board
- Administrative Grievance Procedure
- Alternative Dispute Resolution

- Equal Employment Opportunity (EEO) complaint, if you think you have been sexually harassed or discriminated against

Navy Federal civilian employees who feel they have been reprised against by a superior in their chain of command, may file a complaint with the Office of Special Counsel.