

# Information for Discussing an EEO Related Dispute

Any civilian employee or applicant for employment who believes he/she has been discriminated against because of race, color, religion, sex, national origin, physical or mental disability, age (over 40), or genetics, in an employment matter subject to the control of the Defense Commissary Agency (DeCA), may file an individual 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: Employee 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 complainant. This time line goal may be extended if the complainant requests Alternative Dispute Resolution (ADR) or if extenuating circumstances exist.

The 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 West – Pacific Theater

### Verizon Toll Free Access

Dial your country access code and you will be immediately connected to DeCA EE's Toll-Free Number: 1-877-435-7336

Guam: 1-877-435-7336

Japan 0066-33-812673

Korea 00798-14-800-8116

## DeCA HQ/East/West - CONUS



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1300 E Avenue  
Fort Lee, VA 23801-1800

EEO's toll free number:

1-877-435-7336

Email: [Virginia.Turner@deca.mil](mailto:Virginia.Turner@deca.mil)

## DeCA Europe

### Verizon Toll Free Access

Dial your country access code and you will be immediately connected to DeCA EE's Toll-Free Number: 1-877-435-7336

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