

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.

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

AT&T Toll Free Access

Dial your country access code and when prompted by AT&T dial

EEO's toll free number:

1-877-435-7336.

Guam: 1-800-CALL-ATT

Japan IDC: 00-665-5111

Japan JT: 00-441-1111

Japan KDDI: 0053-9111

Korea DACOM: 0030-911

Korea ONSE: 0036-911

Korea Telecom: 0072-911

Korea Telecom-US Mil: 550-4663

Korea US Mil: 550-2872



DeCA HQ/East/West - CONUS

Headquarters Defense Commissary Agency
Attn: HQ DeCA/EE
1300 E Avenue
Fort Lee, VA 23801-1800

EEO's toll free number:

1-877-435-7336

Email: debbie.reynolds@deca.mil

DeCA Europe

AT&T Toll Free Access

Dial your country access code and when prompted by AT&T dial

EEO's toll free number:

1-877-435-7336.

Belgium: 0800-100-10

Germany: 0800-2255-288

Italy: 800-172-444

Netherlands: 0800-022-9111

Portugal: 800-800-128

Spain: 900-99-0011

Turkey: 0811-288-0001

UK BT : 0800-89-0011

UK C&W : 0500-89-0011