

MEASURES TO ADDRESS YOUR PERCEPTIONS AND/OR ADDRESS YOUR CONCERNS WITHIN THE COMMAND

There are numerous resources available to you to address concerns about your command, some of these include:

▶ **Your chain of command** – Personnel are encouraged to utilize the chain of command to resolve their concerns.

▶ **Interactive Customer Evaluation (ICE)** – This service is available on the Command Intranet and in various locations throughout the command.

▶ **Equal Opportunity:**

1. Chain of command.

2. Commanding Officers Suggestion Box is located in the Naval Hospital First Deck, adjacent to Patient Administration.

3. Navy Equal Opportunity Advice Line/Sexual Harassment (SH) Advice Line: Personnel can contact the Navy Equal Opportunity Advice Line/SH Advice Line at 1-800-253-0931 toll free or commercial 1-901-874-2507 or through e-mail at eo/sh.advice.line@persnet.navy.mil

4. Grievance procedures:

(a) Attempt to resolve issues with the person or persons involved. Utilizing the Informal Resolution System (IRS), they must be given an opportunity to correct their behavior. If the problem is with the immediate supervisor, the complaint may be presented to the next senior in the chain of command. Attempt to resolve the problem at the lowest level possible and fully use the chain of command; if the object of the complaint does not take the appropriate action, go to the next superior in the chain of command.

(b) If the complaint cannot be resolved between the person involved or with the help of the immediate supervisor, a Special Request Chit may be submitted to see the Command Officer (“Commanding Officer’s Request Mast”, Navy Regulations Art.1151) via the chain of command, requesting a review of the discrimination complaint.

(c) If after going through this informal process, the individual feels the complaint was not resolved in a fair and just manner, they may file a formal complaint utilizing NAVPERS 5354/2 for all Navy EO complaints, or by utilizing U.S. Navy Regs, Art 1150.

▶ **Senior Enlisted Leader**. Provides focus in specific problem-solving planning for all personnel in their Directorate.

▶ **Command Family Ombudsman**. Appointed by the Commanding Officer, the Command Family Ombudsman acts as a liaison between staff personnel, their dependents and the command when normal procedures for problem resolution are unsatisfactory. Contact the Command Ombudsman at NHLEM-OMBUDSMAN@med.navy.mil.

▶ **Pastoral Care Services**. Providing assistance as needed for all eligible beneficiaries. Contact Religious Ministries

- Hospital Chaplain at 559-998-4501 or RP’s at 559-998-2577.
- Base Chaplain at 559-998-4618

- ▶ **Command Managed Equal Opportunity Manager (CMEO)**: Appointed by the Command Officer to review all Equal Opportunity complaints and make recommendations for further investigation. Contact LCDR Maria Fuentebella at 559-998-4614.
- ▶ **Equal Opportunity Advisor (EOA)**: The Equal Opportunity Advisor for civilian personnel is Debbie Kelly at 559-998-3818.
- ▶ **Command Legal Officer**: LT Marc Haines can be reached at 559-998-4979.
- ▶ **HumanResourceOffice**: For civilian employee employment issues contact Sylvia Henning at 559-998-4231 and for contract employee employment issues contact Toni Gotterson at 559-998-4689.
- ▶ **CollectiveBargainingAgreementbetweenNavalHospitalLemooreandAFGELocal 2111 Union**: The Naval Hospital Union Steward for bargaining employees to address concerns that impact the workplace is Steve Rhyne at 559-998-4270.
- ▶ **Navy IG**: May be utilized by any person who feels their chain of command does not take effective action, or who does not feel comfortable filing complains locally, or in person. Personnel can file complaints (anonymously if desired) via the Navy IG number 1-800-522-3451.
- ▶ **NAVREGS 1155**: Service Members may always contact their Congressman. See the Legal Officer for assistance.
- ▶ **The Joint Commission** (TJC): For any employee who has concerns about the safety or quality of care provided in the hospital may report these concerns to the Joint Commission.

Online: http://www.jointcommission.org/report_a_complaint.aspx

E-Mail: complaint@jointcommission.org

Fax: Office of Quality Monitoring
(630) 792-5636

Mail: Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181