

Post Allowance Appeals from Former MCCS NAF Employees

Appeal procedures

1. **Step 1 – Head of Local NAFI.** If former MCCS NAF employees are not satisfied with a written post allowance decision, he/she may file an appeal within 15 calendar days after receipt of the decision to the local MCCS Director.

- a. The appeal must be in writing and must contain the following information:
 1. All supporting documentation as outlined in the Post Allowance Guidance Procedures for Back Pay Claims
 2. Detailed specification on why the former employee feels the claim was incorrectly deemed denied and the cause for the appeal.
 3. Detailed specifications on the relief requested.

The former employee may request information and advice on regulations and procedures and other records pertinent to the case from the servicing NAF HRO

b. In response to the appeal, the servicing NAF HRO will attach the following to the MCCS record for the local MCCS Director's review:

1. A copy of the criteria used for determining eligibility/ineligibility.
2. A copy of the employee earnings information, calculation method, if applicable, and a reason why the claim was denied.
3. A statement describing the steps taken by the activity to resolve the complaint before the appeal was filed.

The local MCCS Director must respond to the former employee within 30 days following receipt of the appeal. The written response must include the decision, the reason why it was upheld or overturned, and the next step in the appeal process.

2. **Step 2 – CMC (MR).** Should the former employee not be satisfied with the first step decision, he/she may file a final written request to CMC (MR) within 30 calendar days from receipt of the response from the head of the local NAFI. CMC (MR) will coordinate

with the servicing NAF HRO for any pertinent records. CMC (MR) will issue a final decision within 60 days following receipt of the second step appeal. The decision will be based only upon a review of the record. No personal presentation will be granted.