



B

BADGER BENEFITS BRIEF



WISCONSIN



GUARDSMEN, RESERVISTS CAN NOW REQUEST USERRA ASSISTANCE ONLINE

Members of the National Guard and Reserve can now request assistance online from Employer Support of the Guard and Reserve ombudsmen for employment issues arising from military service or mobilization.

The Uniformed Services Employment and Reemployment Rights Act is the federal law that protects the employment of military reservists and prohibits employment discrimination on the basis of military service.

Guardsmen and Reservists can visit the ESGR website at www.esgr.mil and select the link, "[USERRA Complaint Request](#)" on the right side of the page. The service member is asked to provide contact information for him or herself and his or her employer, as well as a brief explanation of the issue. The information is stored on a secure server and ESGR assigns the request to one of its 900 volunteer ombudsmen for informal mediation. Guardsmen and Reservists are still able to use ESGR's customer service center at 1-800-336-4590 to initiate a request.

"While Guardsmen and Reservists have always been able to e-mail us from the website, the USERRA Complaint Request allows them the opportunity to initiate an ombudsman case online at any time of the day or night," said Philip T. Pope, acting executive director of ESGR. "The online request will complement the customer service center in making ESGR more accessible to Guardsmen and Reservists serving all over the world."

In response to USERRA complaint requests, an ESGR ombudsman will contact the service member within 48 hours. If the ESGR ombudsman is unable to resolve the issue through informal mediation within 14 days, the Guardsman or Reservist is referred to the U.S. Department of Labor, the federal agency with statutory authority for enforcing USERRA.

Employer Support of the Guard and Reserve is a Department of Defense agency established in 1972. The mission of ESGR is to gain and maintain active support from all public and private employers for the men and women of the National Guard and Reserve. ESGR volunteers provide free education, consultation, and if necessary mediation for employers of Guard and Reserve employees.

BBB-0021

fedhrfeedback@ng.army.mil

TRANSITION ASSISTANCE ADVISOR
PO Box 8111
Madison, Wisconsin 53708-8111
DSN 724-3727 Comm (608) 242-3727