



DEPARTMENT OF THE ARMY
U.S. ARMY MILITARY DISTRICT OF WASHINGTON
JOINT FORCE HEADQUARTERS-NATIONAL CAPITAL REGION
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OCT 01 2020

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MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Letter – Equal Opportunity (EO) Complaint Procedures – Memorandum #4

1. REFERENCE. AR 600-20 (Army Command Policy), 24 July 2020.
2. PURPOSE. To provide guidance to Joint Force Headquarters – National Capital Region (JFHQ-NCR) and U.S. Army Military District of Washington (USAMDW) personnel on equal opportunity (EO) complaint procedures.
3. APPLICABILITY. These procedures are applicable to all service members assigned to and/or under the operational control of JFHQ-NCR/USAMDW and their Family members.
4. POLICY. In accordance with guidelines set forth in AR 600-20, Chapter 6 and Appendix C of the reference, members of this command have the right to present, without fear of intimidation, acts of reprisal or harassment, complaints alleging acts of discrimination. If low-level resolution fails, the situation escalates, or is too malicious to resolve at a low-level, the complaint processing system defines a process for resolution. Soldiers (including DEP), cadets, and Family members (in accordance with DoDD 1350.2) may utilize the complaint processing system. Complaints from DA Civilians (to include those against Soldiers) alleging discrimination and/or harassment will be handled in accordance with the policies and procedures contained in AR 690–12 and AR 690–600, or as described in separate DoD and DA policy, or as provided for in any applicable collective bargaining agreement.
5. The complaint processing system addresses complaints that allege unlawful discrimination on the basis of race, color, sex (to include gender identity), national origin, religion, or sexual orientation and harassment which includes hazing, bullying, and other discriminatory harassment. Concerns raised and/or resolved outside of the complaint processing system are considered problem resolution or leadership actions; and are not considered MEO or harassment complaints. Incidents involving allegations of criminal behavior (that is, violations of UCMJ) will be reported or referred to law enforcement.
6. There are three types of MEO complaints each will be handled in accordance with AR 600-20.
 - a. Anonymous complaint: Complaints where the complainant remains unidentified may be handled as either an informal or a formal complaint and entered in MEO database, as such. The commander will determine if sufficient information is provided to proceed as either an informal or formal complaint.

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b. Informal complaint: An informal complaint is one that a Soldier, cadet, or Family member who does not wish to file in a formal complaint. Informal complaints may be resolved directly by the complainant addressing the offending party, a peer, or another person in or outside the complainant's chain of command or NCO chain of command, or the MEO professional. Actions and resolutions taken with others before involving commanders or MEO professionals are not tracked in the MEO database nor reviewed by the MEO professional. Informal complaint should be resolved within 60 calendar days.

c. Formal complaint:

(1) A formal complaint is one that a complainant files in writing using a DA Form 7279 and swears to the accuracy of the information. Formal complaints require specific actions, are subject to timelines, and require documentation of the actions taken. If a complaint is filed against a promotable COL, an active or retired GO, inspectors general of any component, members of the SES, or executive schedule personnel, the allegation will be transferred directly to the Investigations Division, U.S. Army Inspector General Agency (SAIG – IN), Pentagon, Washington, DC 20310 – 1700 by rapid but confidential means within 2 working days of receipt when practical.

(2) Formal MEO and harassment complaints are received by MEO professionals (MEO PM, MEO SGM, MEO advisor, MEO specialist). Complaints will not be received by EOLs.

(3) Personnel filing formal MEO complaints have 60 calendar days from the date of the alleged incident in which to file a formal complaint. If a complaint is received after 60 calendar days, the commander may conduct an investigation into the allegations or appoint an investigating officer. In deciding whether to conduct an investigation, the commander should consider the reason for the delay, the availability of witnesses, and whether a complete and fair inquiry or investigation can be conducted.

(4) All MEO complaints will be processed at the Battalion or higher echelon command to ensure the complainant receives a thorough, expeditious, and unbiased investigation of the allegations.

(5) Once received by subordinate commands, formal complaints must be reported to the USAMDW EO Office within 72 hours. Additionally, commanders have an obligation to follow up on the progress of each formal complaint. The commander will provide a progress report to the USAMDW EO office 14 days after the date on which the investigation commenced and 14 days thereafter until complete.

7. Military Equal Opportunity and Harassment 24 hour hotline.

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(a) The MEO and Harassment local hotlines provides 24/7 information on MEO and Harassment policies and procedures on how and where to file complaints, the behaviors that constitute discrimination and harassment. The hotline is an additional avenue for Soldiers to anonymously report incidents of MEO and Harassment.

(b) Each Senior/Installation Commander will have a local 24/7 MEO and Harassment response hotline phone number posted on installation and commander's websites and bulletin boards to ensure immediate MEO and Harassment assistance.

(c) The entire MDW MEO staff will maintain the hotline.

8. PROPONENT. The USAMDW EO Office is the proponent for this JFHQ-NCR/USAMDW policy letter. The point of contact is the USAMDW EO Program Manager, at (202) 685-3357 or DSN 325-3357.



OMAR J. JONES IV
Major General, USA
Commanding

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