



**DEPARTMENT OF THE ARMY  
HEADQUARTERS, 1ST ARMORED DIVISION AND FORT BLISS  
11685 SERGEANT MAJOR BOULEVARD  
FORT BLISS, TEXAS 79918-6818**

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**APR 02 2024**

**MEMORANDUM FOR SEE DISTRIBUTION**

**SUBJECT: Command Policy Letter #2, Military Equal Opportunity (MEO) Program and Complaint Process**

**1. References:**

- a. Department of Defense Instruction (DoDI) 1350.02, DOD Military Equal Opportunity Program, 4 September 2020 (C1, 20 Dec. 2022).
- b. Army Regulation (AR) 600-20 (Army Command Policy), Chapter 6, Military Equal Opportunity Policy and Program, 24 July 2020.
- c. Army Regulation (AR) 600-20 (Army Command Policy), Chapter 6-6, Military Equal Opportunity and Harassment Complaint Processing System, 24 July 2020.

**2. Purpose:** It is the policy of this command to provide equal opportunity and an environment free of harassment and unlawful discrimination. I am firmly committed to the Army's Military Equal Opportunity (MEO) Program and unlawful discrimination and/or harassment will not be practiced, condoned, or tolerated. This policy informs all personnel and Family Members of their right to file equal opportunity complaints.

**3. Policy:** It is 1st Armored Division and Fort Bliss policy that unit commanders provide equal opportunity and fair treatment to all military personnel and Family members without regard to race, color, national origin, religion, sex (including gender identity and pregnancy) or sexual orientation, and an environment free of unlawful discrimination, prejudice, verbal abuse, insensitivity, offensive behavior, and thoughtlessness. This policy applies on and off post, during duty and non-duty hours, and to working, living, and recreational environments (including on- and off-post housing).

a. The 1st Armored Division and Fort Bliss Military Equal Opportunity program formulates, directs, and sustains a comprehensive effort to maximize human potential and to ensure fair treatment for all persons based solely on merit, fitness, and capability in support of readiness. Commanders at all levels are responsible for sustaining a positive MEO climate within their units.

b. Every commander, director, and supervisor will take immediate actions to create and sustain an effective MEO program by eliminating discriminatory behaviors and practices that undermine teamwork, mutual respect, and loyalty.

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c. Commanders, directors, and supervisors at all levels are accountable for addressing policies, procedures, and practices that intentionally or unintentionally contribute to unlawful discrimination. Each is responsible for communicating aspects of complaint processing procedures to their personnel and to encourage personnel to resolve issues at the lowest levels by utilizing their chain of command. If a person feels discriminated against based on race, color, national origin, religion, sex (including gender identity and pregnancy), or sexual orientation, do not hesitate to report the issue in accordance with AR 600-20, para. 6-6, to the chain of command, the Inspector General (IG), Military Equal Opportunity Advisor (MEOA), Staff Judge Advocate (SJA), Chaplain, or the Provost Marshal (PM).

d. Each Complainant will have access to the MEOA, IG, SJA, Chaplain, or the PM. Any person or a representative filing their complaint, whether anonymous, informal, or formal, will be protected from reprisal or retaliation. No Soldier, Civilian, or Family Member may take or threaten to take unfavorable personnel action or withhold a favorable personnel action in reprisal against any person.

e. An anonymous complaint is where the complainant remains unidentified and may be handled as either an informal or formal complaint. The Commander will determine if sufficient information is provided to proceed as either an informal or formal complaint. The Commander will be identified as the complainant on the DA Form 7279 (Equal Opportunity Complaint Form) and in the Office for Diversity, Equity, and Inclusion (ODEI) Tracker.

f. An informal complaint is any complaint that a Soldier, Civilian, or Family Member does not wish to file in writing. Members of the command must ensure that the complaint is taken seriously and is handled fairly and with sensitivity when resolving an informal complaint. Informal complaints may be resolved without the knowledge or direct involvement of the commander. An informal complaint is not subject to regulatory timelines.

g. A formal complaint is any complaint that a Soldier, Civilian, or Family Member files in writing using a DA Form 7279 and is sworn to the accuracy of the information. Formal complaints require specific actions, are subject to timelines, and require documentation of actions taken.

h. When appropriate, individuals should attempt to resolve a complaint by first informing the alleged offender that the behavior must stop. If the behavior continues, advise the command on the specifics of the alleged discrimination, harassing behavior, or mistreatment to provide the command an opportunity to take appropriate action to rectify/resolve the issue. Although the processing of MEO complaints through the chain of command is strongly encouraged, it will not serve as the only channel available to Soldiers, Civilians, and Family Members. If a person feels unlawfully discriminated against, they should not hesitate to report the issue in accordance with AR 600-20, para. 6-6.

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i. If a complainant believes that his or her complaint was not fairly or expeditiously handled by his or her chain of command, he or she may present your complaint to the unit Brigade Military Equal Opportunity Advisor or the Fort Bliss MEO Office located in the 1AD Division Headquarters, Building 11685, Room 1019, or via phone at (915) 744-5140, 6760, or 5762.

j. The Military Equal Opportunity and Harassment hotline provides 24/7 information on MEO and Harassment policies and procedures on how and where to file complaints, the behaviors that constitute discrimination and unlawful harassment, and information about the DoD Safe Helpline. The Fort Bliss MEO Office and installation MEOAs monitor the 24/7 hotline to answer all questions/concerns and can be contacted at 915-726-1294.

k. I fully support this program and the complaint process while directing the same level of support from subordinate commanders. Leaders must proactively educate and train the members of their commands to ensure maximum awareness of this policy.

4. This policy supersedes any previous memorandum on this subject and is effective until it is superseded or rescinded.



JAMES P. ISENHOWER III  
Major General, USA  
Commanding

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