



DEPARTMENT OF THE ARMY  
HEADQUARTERS, 32D ARMY AIR AND MISSILE DEFENSE COMMAND  
5800 CARTER ROAD  
FORT BLISS TEXAS 79916

AFVL-CG

OCT 31 2016

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy Letter, Complaint Processing Procedures

1. References:

a. Army Regulation (AR) 600-20 (Army Command Policy), Appendix C, Equal Opportunity/Sexual Harassment Complaint Processing System, 6 November 2014.

b. Army Directive 2015-39 (Inclusion of Sexual Orientation in the Military Equal Opportunity Program), 14 October 2015.

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

3. Background. Commanders, directors, and supervisors at all levels are accountable for addressing policies, procedures, and practices that intentionally or unintentionally contribute to discrimination. Each is responsible for communicating aspects of complaint processing procedures to his/her personnel and to encourage personnel to resolve issues at the lowest level by utilizing their chain of command.

4. Discussion. Each Complainant will have access to the Equal Opportunity Advisor, Inspector General, Staff Judge Advocate, Chaplain, or the Provost Marshal. Any person filing his/her complaint, informal or formal, will be protected from reprisal or retaliation. No Soldier or employee may take or threaten to take unfavorable personnel action or withhold a favorable personnel action in reprisal against any person.

a. An informal complaint is any complaint that a Soldier 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 time suspense.

b. A formal complaint is any complaint a Soldier or Family Member files in writing using Department of the Army Form 7279 (Equal Opportunity Complaint Form) and

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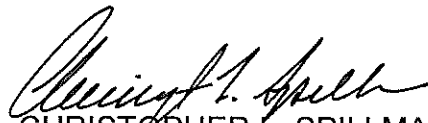
swears to the accuracy of the information. Formal complaints require specific actions, are subject to timelines, and require documentation of actions taken.

c. 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 discrimination to provide the command an opportunity to take appropriate action to rectify/resolve the issue. Although the processing of EO complaints through the chain of command is strongly encouraged, it will not serve as the only channel available to Soldiers and Family Members. If a person feels discriminated against based on race, color, national origin, religion, sex, or sexual orientation, do not hesitate to report the issue in accordance with Appendix C, AR 600-20.

d. If you believe that your complaint was not fairly or expeditiously handled by your chain of command, you may present your complaint to the 32d Army Air and Missile Defense Command (AAMDC) Equal Opportunity Advisor.

5. Every commander, director, and supervisor will set the example and take appropriate action to eliminate discriminatory behavior and practices that undermine teamwork and mutual respect, or create a hostile work environment.

6. This policy is effective until it is rescinded.

  
CHRISTOPHER L. SPILLMAN  
Brigadier General, USA  
Commanding

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