



DEPARTMENT OF THE ARMY
HEADQUARTERS, 10TH MOUNTAIN DIVISION (LIGHT INFANTRY) AND FORT DRUM
FORT DRUM, NEW YORK 13602-5000

AFDR-CG

1 May 2019

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Memorandum 3, Equal Opportunity (EO) Complaint Procedures

1. The purpose of this memorandum is to establish policy on the Equal Opportunity (EO) complaint processing procedures.
2. The Army Equal Opportunity complaint processing system addresses allegations of unlawful discrimination or unfair treatment based on race, color, religion, sex (including gender identity), sexual orientation, or national origin. Soldiers and civilian employees are entitled to have their complaints addressed promptly and professionally. Never attempt to discourage anyone from filing a legitimate EO complaint, and never commit or threaten acts of reprisal against anyone who files a complaint.
3. The chain of command has primary responsibility for processing EO complaints. Although use of the chain of command is encouraged, it will not serve as the only channel available to the complainant. Should the complainant feel uncomfortable in filing a complaint with his/her chain of command, or should the complaint be against a member of the chain of command, there are alternate channels available such as a higher echelon in the chain of command, the Inspector General, Chaplain, Provost Marshal, Criminal Investigation Division, medical agencies, and the Staff Judge Advocate.
4. All complaints will be processed IAW AR 600-20 and will be thoroughly and expeditiously investigated. Leaders who receive an EO complaint will immediately contact their EOA for guidance and assistance. Commanders and supervisors will try to solve problems at the lowest possible level in the organization. If a resolution cannot be reached, complainants should notify their chain of command and seek advice from their supporting EO advisor or one of the alternate channels identified in paragraph 3. All leaders will ensure that our Soldiers and civilians are fully aware of the procedures for having their complaint heard, including the option to file complaints informally and formally.
5. An informal complaint is any complaint that a Soldier or civilian does not wish to file in writing. Informal complaints may be resolved directly by the individual, with the help of another unit member, the commander or other person in the complainant's chain of command. Typically, those issues that can be taken care of informally can be resolved through discussion, problem identification, and clarification of the issues. An informal complaint is not subject to time suspense nor is it reportable. However, anyone working on the resolution of informal complaints will prepare a memorandum for record (MFR).

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SUBJECT: Policy Memorandum 4, Equal Opportunity (EO) Complaint Procedures

The MFR will include information indicating the nature of the complaint and identifying Soldier's information to assist the identification of the Unit's command climate.

6. A formal complaint is submitted in writing and the accuracy of the information is sworn to by the complainant. Soldiers have 60 calendar days from the date of the alleged incident in which to file a formal complaint. This time limit is established to set reasonable parameters for the inquiry or investigation and resolution of complaints, to include ensuring the availability of witnesses, accurate recollection of events, and timely remedial action. Complaints received after 60 calendar days may still be investigated dependent upon the reason for the delay, the availability of witnesses, and whether a full and fair inquiry or investigation can be conducted.

7. This memorandum will be permanently posted on all command bulletin boards and will remain in effect until superseded.

8. Point of contact is the Fort Drum Equal Opportunity Program Manager at (315) 772-9174/9210.



BRIAN J. MENNES
Major General, USA
Commanding

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