



DEPARTMENT OF THE ARMY  
U.S. ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON HAWAII  
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10 APR 2026

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MEMORANDUM FOR All Military Personnel, Department of Defense (DoD) Civilian Employees, Contractors and other personnel within United States Army Garrison (USAG) Hawaii Installations

SUBJECT: Policy Memorandum (PM) #5 – Military Equal Opportunity (MEO) and Harassment Complaint Procedures

1. Purpose. To establish the specific procedures for filing and processing Military Equal Opportunity (MEO) and harassment complaints within United States Army Garrison (USAG) Hawaii and to ensure all personnel are aware of their rights and the processes available to them.
2. Applicability. This policy applies to all Soldiers, Department of the Army (DA) Civilians, and Family members within USAG Hawaii installations. This policy also extends to conduct on and off post, during duty and non-duty hours, within the limits of the laws of localities, states, and host nations. This policy also applies to online conduct.
3. Policy. All Soldiers, DA Civilians, and Family members have the right to present a complaint if they believe an MEO policy has been violated. The command is committed to resolving concerns at the lowest possible level. The complaint processing system addresses complaints of discrimination based on race, color, sex (to include pregnancy), national origin, religion, or sexual orientation. Discrimination occurs when a person is treated less favorably or subjected to harassment, hazing, bullying, or intimidation for one of these reasons. Any incidents involving allegations of criminal behavior will be immediately reported to law enforcement.
4. Responsibilities.
  - a. Commanders are responsible for ensuring all MEO and harassment complaints are processed in a timely and thorough manner, ensuring complainants are protected from reprisal, and creating a command climate that encourages reporting.
  - b. MEO Professionals will advise commanders, leaders, and Soldiers on the MEO complaint process, receive and process complaints, and maintain the MEO database in accordance with regulatory guidance.
  - c. The Chain of Command is responsible for ensuring complainants are protected from acts or threats of reprisal for filing equal opportunity complaints.

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d. Complainants are responsible for promptly reporting incidents and providing accurate information to the appropriate authorities.

5. Procedures. There are three types of complaints within the MEO and Harassment Complaint Processing System:

a. Formal Complaint. A formal complaint is one that a complainant files in writing on a DA Form 7279 (Equal Opportunity Complaint Form) and swears to the accuracy of the information. Formal complaints require specific actions, are subject to strict timelines per AR 600-20, and require documentation of all actions taken.

(1) A complainant has 60 calendar days from the date of the alleged incident to file a formal complaint.

(2) If a complaint is received after 60 calendar days, the commander may conduct an investigation if they determine the reason for the delay is valid and a fair inquiry can be conducted.

(3) Commanders should resolve formal complaints within 60 days of receipt but may grant extensions if required.

b. Informal Complaint. An informal complaint is one that an individual does not wish to file in writing. An informal complaint may be resolved directly by the complainant addressing the offending party, or through a peer or another person in or outside the complainant's chain of command. MEO professionals are authorized to receive informal complaints and can assist in their resolution.

c. Anonymous Complaint. An anonymous complaint is one where the complainant remains unidentified. The commander will determine if sufficient information is provided to proceed with an inquiry. MEO Professionals (EOAs) should be the primary recipients of anonymous complaints to ensure they are properly assessed and entered into the MEO database.

6. Protection from Reprisal. Any Soldier or complainant who believes they are being threatened or subjected to any form of reprisal should immediately report the circumstances to the Inspector General at (808) 787-3170. It is also strongly encouraged to simultaneously report such threats or acts to the appropriate chain of command.

7. Authority. This policy is issued pursuant to applicable Department of Defense Instructions, Army Regulations, and local command regulations.

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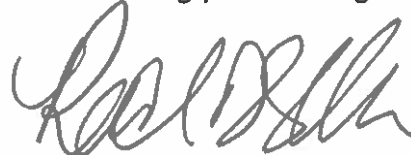
a. Army Regulation 600-20, Army Command Policy, 6 February 2025, Administrative Revision 20 February 2025.

b. Department of Defense Instruction (DoDI) 1020.03 (Harassment Prevention and Response in the Armed Forces), 8 February 2018.

8. Effective. This policy is effective immediately and remains in effect until rescinded or superseded.

9. Proponent. The proponent of this policy is the 25th Infantry Division and U.S. Army Hawaii Military Equal Opportunity Office.

10. The point of contact for this memorandum is MSG Michael Pomerening, Equal Opportunity Advisor, Military Equal Opportunity Office, 25th Infantry Division and U.S. Army Hawaii at (808) 787-4424 or by email at michael.g.pomerening.mil@army.mil.



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