



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY TRAINING CENTER AND FORT JACKSON
2400 JACKSON BOULEVARD
FORT JACKSON SC 29207-5015

07 MAR 2025

ATZJ-EO (800D)

MEMORANDUM FOR

Commanders, All Units Reporting Directly to US Army Training Center and Fort Jackson
Commanders, Fort Jackson Partners in Excellence
Directors and Chiefs, Staff Offices, US Army Training Center and Fort Jackson

SUBJECT: Fort Jackson Policy Memorandum #4 - Military Equal Opportunity (MEO)
and Harassment Complaint Processing System

1. Reference Army Regulation (AR) 600-20 (Army Command Policy).
2. Purpose: Provide command guidance on equal opportunity complaint procedures.
3. It is the policy of the Army and this command to provide an environment free of discrimination and to ensure fair treatment for all persons based solely on merit, performance, and potential in support of readiness. The goal of the equal opportunity (EO) program is to create and sustain effective units by eliminating discriminatory behaviors or practices that undermine teamwork, mutual respect, loyalty, and shared sacrifice of the men and women of the Army. Soldiers and Family members have a right to present a complaint if the EO policy is violated. Attempts should be made to resolve concerns at the lowest level possible within the organization.
4. The complaint processing system addresses complaints that allege unlawful discrimination on the basis of race, color, sex to include pregnancy, national origin, religion, 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 action 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.
5. Soldiers and Family members have the right to present EO complaints to the command without fear of intimidation, reprisal, or harassment. AR 600-20, paragraph 6-7, prohibits Department of the Army personnel from committing acts of reprisal against any Soldier for filing a complaint of unlawful discrimination or harassment. I expect members of my command to ensure that complainants are protected from reprisal or retaliation for filing.
6. Attempts should always be made to solve the problem at the lowest possible level within the organization. The primary staff office available to provide assistance in

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resolving EO conflicts is the Equal Opportunity Staff Office (EOSO). Additional staff offices available to provide assistance are the inspector general (IG), chaplain, provost marshal, staff judge advocate (SJA), medical treatment facility, or housing. Complaints by Army Civilians alleging discrimination should be made through the Equal Employment Opportunity (EEO) Office. I urge Soldiers and Family members to use their chain of command to resolve complaints.

a. The complainants have the option of filing three types of complaints:

(1) Anonymous complaints (AR 600-20, para. 6-6b (1): 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.

(2) Informal complaints (AR 600-20, para. 6-6b (2): An informal complaint is one that a Soldier or Family member does not wish to file in writing on a DA Form 7279. 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. When practical, an informal complaint should be resolved within 60 calendar days.

(3) Formal complaints (AR 600-20, 6-6b (3): 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. 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 resolution or remedial action. If a complaint is received after 60 calendar days, the commander may conduct an investigation into the allegations or appoint an investigating officer. Commanders should make the decision to act based on the reason for the delay, the availability of witness, and whether a complete and fair inquiry or investigation can be conducted.

7. Commanders and alternative agencies will report formal complaints through their chain of command to my office and EOSO within 72 hours of receipt.

8. AR 600-20, paragraph 6-6e, outlines the appeals process. If the complainant perceives the investigation failed to reveal all relevant facts to substantiate the

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complaint, or that the actions taken by the command on their behalf were insufficient to resolve the complaint, the complainant has the right to appeal to the next higher commander in their chain of command with GCMCA. The complainant may not appeal the action taken against the perpetrator. Subjects can appeal to the higher next commander if he or she perceives the investigation has failed to reveal all relevant facts to prove his or her innocence. Appeals must be presented in writing within 7 calendar days following notification of the results of an investigation.

9. AR 600-20, paragraph 6-7, outlines retaliation and reprisals. Retaliation and reprisals are serious issues, and the effects are devastating to unit cohesion, morale, and the command climate. Commanders will ensure that Soldiers filing EO complaints are protected from reprisal or retaliation. Acts or threats of reprisal will be immediately reported to the Fort Jackson IG at (803) 751- FAIR 3247. If allegations of reprisal are made to any agency authorized to receive formal EO complaints, the agency should refer the complaint to the Fort Jackson IG. I strongly encourage Soldiers and alternative agencies to simultaneously report such threats or acts to the appropriate chain of command.

10. The proponent is the Fort Jackson Military Equal Opportunity Office at (803) 751-4916/2990/5452.



DARYL O. HOOD
Major General, USA
Commanding