



**DEPARTMENT OF THE ARMY**  
HEADQUARTERS, UNITED STATES ARMY CADET COMMAND AND FORT KNOX  
1ST CAVALRY REGIMENT ROAD  
FORT KNOX, KENTUCKY 40121-5123

ATCC-EO

NOV - 9 2020

MEMORANDUM FOR

Commanders, Fort Knox Partners in Excellence  
Commanders, All Units Reporting Directly to this Headquarters  
Deputy Chiefs of General Staff and Chiefs of Special Staff Offices, HQ USACC

SUBJECT: Policy Letter 3 – Military Equal Opportunity Complaint Procedures

1. Reference Army Regulation 600-20, Army Command Policy, para 4-19.
2. I want all Soldiers, Cadets and Family members, to know that I am committed to ensuring their Equal Opportunity (EO) complaints will be addressed in a prompt and professional manner. The EO complaints processing system addresses complaints which allege unlawful discrimination or unfair treatment on the basis of race, color, religion, national origin, sex (including gender identity) or sexual orientation and harassment which includes hazing, bullying, and other discriminatory harassment. Soldiers, Cadets and Family members who believe they have been discriminated against have the right to file a complaint. Our Soldiers, Cadets and Family members have the additional right to thorough and expedient investigations of their grievances when they perceive an injustice, incident or unfair treatment. The chain of command will ensure complainants and witnesses are protected from acts or threats of intimidation, harassment, or reprisal. I expect leaders at all levels to take appropriate action when presented with complaints.
3. Unlawful discrimination will not be practiced, condoned or tolerated. If you believe you have an EO complaint, I recommend you inform your chain of command to provide them the first opportunity to resolve the issue. Although the processing of EO complaints through your chain of command is encouraged, it will not serve as the only channel available to resolve complaints. Other alternative agencies available to assist in resolving complaints include the Equal Opportunity Office, Chaplain, Inspector General, Staff Judge Advocate, Provost Marshal, medical agencies and the Housing Referral Office.
4. There are three types of complaints:
  - a) Anonymous. 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. Anonymous complaints can also be handled

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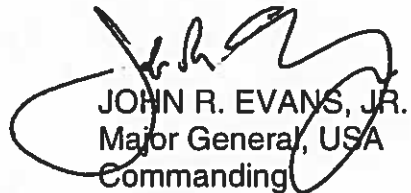
using an Army installation's 24/7 Military Equal Opportunity and Harassment local hotline.

b) Informal. An informal complaint is one that a Soldier (including DEP), Family member, or Cadet 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.

c) Formal. 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. Complainants 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.

5. Any person who wants to file an EO complaint may contact the Cadet Command and Fort Knox EO Office at (502) 624-3565/3510, or DSN 464-3565/3510. Commanders at all levels will work to establish and sustain a healthy command climate.

6. The proponent for this policy is the Equal Opportunity office at 502-624-3565.



JOHN R. EVANS, JR.  
Major General, USA  
Commanding