



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY RECRUITING COMMAND AND FORT KNOX
1307 THIRD AVENUE
FORT KNOX, KENTUCKY 40121-2725

AMIM-KNG-EE

23 August 2023

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 USAREC

SUBJECT: Fort Knox Policy Memo 2 – 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 complaints and witnesses are protected from acts of 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 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 using an Army Installation's 24/7 Military Equal Opportunity and Harassment local hotline.

AMIM-KNG-EE

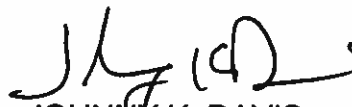
SUBJECT: Military Equal Opportunity Complaint Procedures

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, another person in or outside the complainant's chain of command, 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 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.


JOHNNY K. DAVIS
Major General, USA
Commanding