



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

ATZJ-CG

25 JUL 2018

MEMORANDUM FOR

Commanders, All Units Reporting Directly to This Headquarters
Commander, Fort Jackson Partners in Excellence
Directors and Chiefs, Staff Offices, This Headquarters

SUBJECT: Fort Jackson Policy Memorandum #4 – Equal Opportunity Complaint Procedures

1. Reference: AR 600-20 (Army Command Policy), 6 November 2014, paragraph 6-3i.
2. Purpose: Provide command guidance on equal opportunity complaint procedures.
3. Policy:

a. Army Regulation 600-20, paragraph 6-2a, prescribes that the United States Army will provide equal opportunity (EO) and fair treatment for military personnel and their Families without regard to race, color, religion, gender, sexual orientation or national origin. AR 600-20, Appendix D, delineates the EO complaints processing system.

b. 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 5-12, stipulates that Department of the Army personnel are prohibited from taking acts of reprisal against any Soldier for filing a complaint of unlawful discrimination or sexual harassment (see DODD 7050.6). I expect members of my command to ensure that complainants are protected from reprisal or retaliation for filing complaints.

c. Attempts should always be made to solve the problem at the lowest possible level within an organization. The primary staff office available to provide assistance in 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 facility, or housing. Complaints by Civilian personnel alleging discrimination should be handled through the Equal Employment Opportunity (EEO) Office. I urge Soldiers and Family members to use their chain of command to resolve complaints.

d. Complainants have the option of filing a formal or informal complaint. Army Regulation 600-20, paragraph C-1a, defines an informal complaint as any complaint that a Soldier or Family member does not wish to file in writing. Informal complaints may be

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resolved directly by the individual, with the help of another unit member, with the commander, or with others in the complainant's chain of command. Typically, informal complaints can be resolved through discussion, problem identification, and clarification of the issues.

e. Army Regulation 600-20, paragraph C-1b(1), defines a formal complaint as one that a complainant files in writing and swears to the accuracy of the information. Formal complaints require specific actions, are subject to timelines, and require documentation of the actions taken. Formal EO complaints are filed in writing using a DA Form 7279-R (Equal Opportunity Complaint Form). These complaints are filed with the chain of command or one of the alternative agencies listed in paragraph 3c above. Except in limited circumstances, confidentiality cannot be guaranteed or promised. Complaints filed with the IG will be processed as IG action request in accordance with AR 20-1, IG Activities and Procedures, rather than procedures outlined in AR 600-20.

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

g. Army Regulation 600-20, paragraph C-1b(5), specifies, "complainants have 60 calendar days from the date of the alleged incident in which to file a formal complaint." Complaints received after 60 days will be pursued at the discretion of the commander. Commanders should make the decision to act based on the reason for the delay, the availability of witness, and whether a full and fair inquiry or investigation can be conducted.

h. Army Regulation 600-20, paragraph C-8, outlines the appeals process. If the complainant perceives the investigation failed to reveal all relevant facts to substantiate allegations, or the actions taken by the command on his, or her, behalf were insufficient to resolve the complaint, the complainant has the right to appeal the action to the next higher commander. The complainant may not appeal the action taken against the perpetrator, if any is taken. Subjects can appeal to their next higher 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 results of an investigation.


i. Reprisal is a serious issue and its effects are devastating to unit cohesion, moral, and the command climate. Commanders will ensure that Soldiers filing EO complaints are protected from reprisal or retaliation. Acts or threat of reprisal will be immediately reported to the Fort Jackson Inspector General (IG) at (803) 751-3247/5580 or toll free at

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1 (800) 984-9695. 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 of acts to the appropriate chain of command.

4. The proponent for this policy memorandum is the EOSO, (803) 751-2990/4916.



MILFORD H. BEAGLE, JR.
Brigadier General, U.S. Army
Commanding