



IN A DEPLOYED/JOINT ENVIRONMENT

A written Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU) should be in place between all parties that defines ownership of the procedures and responsibilities for the EO Program within the command.

This matrix was created by the Defense Equal Opportunity Management Institute July 2023 <https://www.defenseculture.mil/>

USE FOR REFERENCE ONLY Military Services' Complaint Processing Procedures USE FOR REFERENCE ONLY

ARMY AR 600-20 Army Command Policy Chap 6-6 DA Form 7279	MARINE CORPS MCO P5354.1F	NAVY OPNAVINST 5354.1H Series NAVPERS Form 5354/2	AIR FORCE AFI 36-2710 Formal: AF IMT Form 1587 Informal: AF IMT Form 1587-1	COAST GUARD Informal: COMDTINST M5350.4E Formal: COMDTINST M5350.4E/DHS Office of CRCL	SPACE FORCE AFI 36-2710 Formal: AF IMT Form 1587 Informal: AF IMT Form 1587-1
WHO CAN FILE	WHO CAN FILE	WHO CAN FILE	WHO CAN FILE	WHO CAN FILE	WHO CAN FILE
<ul style="list-style-type: none"> Any military member Cadets Family members Federal Civilian employees 	<ul style="list-style-type: none"> Any military member Cadets Family members Federal Civilian employees 	<ul style="list-style-type: none"> Any military member Cadets Family members Federal Civilian employees 	<ul style="list-style-type: none"> Any military member Cadets Family members Federal Civilian employees Retirees 	<ul style="list-style-type: none"> Any military member Cadets Family members Federal Civilian employees 	<ul style="list-style-type: none"> Any military member Cadets Family members Federal Civilian employees Retirees
INFORMAL COMPLAINT	INFORMAL COMPLAINT	INFORMAL COMPLAINT	INFORMAL COMPLAINT	INFORMAL COMPLAINT	INFORMAL COMPLAINT
<p>Document on Memorandum For Record (MFR), an informal complaint should be resolved within 60 calendar days. IAW AR 600-20</p>	<p>Document on NAVMC Form 11512 IAW MCO 5354.1F</p>	<p>The CCS or CMEO program manager must ensure proper documentation of all informal complaints using NAVPERS 5354/2.</p>	<p>Document and track on AF Form 1587-1 & AF Form 1587 Notify the complainant's commander and the alleged offender's commander of the informal complaint within 24 hours</p>	<p>Document on Pre-Complaint Intake Form EOA or Equal Employment Opportunity (EEO) Counselor counsel military or civilian members IAW Chapter 5, M5350.4E</p>	<p>Document and track on AF Form 1587-1 & AF Form 1587 Notify the complainant's commander and the alleged offender's commander of the informal complaint within 24 hours</p>
ANONYMOUS COMPLAINT	ANONYMOUS COMPLAINT	ANONYMOUS COMPLAINT	ANONYMOUS COMPLAINT	ANONYMOUS COMPLAINT	ANONYMOUS COMPLAINT
<p>Contains sufficient information to permit the initiation of an investigation, the investigation will be initiated. If an anonymous complaint does not contain sufficient information to permit the initiation of an investigation, the information should be documented in a MFR</p>	<p>Contains sufficient information to permit the initiation of an inquiry or investigation. If an anonymous complaint does not contain sufficient information to permit the initiation of an investigation, the information should be documented on NAVMC Form 11512</p>	<p>The command CCS or CMEO program manager must be notified of anonymous complaints within 24 hours of receipt and must consult with the commander to determine further actions regarding the allegations</p>	<p>The Equal Opportunity Practitioner will document all anonymous military complaints on AF Form 1587, If sufficient details are not provided, or the allegations do not fall within the equal opportunity purview, the EOP will document the information on AF Form 1271</p>	<p>An aggrieved party has the right to remain anonymous throughout the pre-complaint process unless he/she waives that right. Anonymity for military members can only be protected up to the time the aggrieved military member decides the complaint process.</p>	<p>The Equal Opportunity Practitioner will document all anonymous military complaints on AF Form 1587, If sufficient details are not provided, or the allegations do not fall within the equal opportunity purview, the EOP will document the information on AF Form 1271</p>

ARMY (Continued)	MARINE CORPS (Continued)	NAVY (Continued)	AIR FORCE (Continued)	COAST GUARD (Continued)	SPACE FORCE (Continued)
FORMAL COMPLAINT	FORMAL COMPLAINT	FORMAL COMPLAINT	FORMAL COMPLAINT	FORMAL COMPLAINT	FORMAL COMPLAINT
Notification Procedures	Notification Procedures	Notification Procedures	Notification Procedures	Notification Procedures	Notification Procedures
<ul style="list-style-type: none"> • Within 3 calendar days of complaint receipt MEO professionals will refer complaint to the subject's commander. • Forward within 5 calendar days to the first SPCMCA when the complaint is at the battalion or lower level, or the first GCMCA when processed at the O-6 level 	<ul style="list-style-type: none"> • For formal discrimination/Sexual Harassment (SH) complaints, commander must appoint an investigating officer (IO) within 3 working days and inform GCMCA in writing with the following: <ul style="list-style-type: none"> • Description of allegation • Name of IO 	<ul style="list-style-type: none"> • Notify the commander or other designated authority within three duty days of receipt • Notify GCMCA within 72 hours & echelon 2 command climate specialist • Inquiry or investigation must commence within 72 hours of the commander accepting the complaint 	<ul style="list-style-type: none"> • For formal complaints of bullying and/or hazing, notification to the GCMCA is required within 5 calendar days. Has 72 hours to report to GCMCA for SH, bullying, and hazing complaints, per USC Title 10, Sec 1561 • For other EO complaints, notify commander as soon as possible • MEO office will conduct clarification 	<ul style="list-style-type: none"> • File formal complaint with USCG Area Civil Rights Director within 15 days of Notice of Right to File Discrimination Complaint • Complaint will be endorsed and forwarded to Department of Homeland Security (DHS) for acceptance or dismissal 	<ul style="list-style-type: none"> • For formal complaints of bullying and/or hazing, notification to the GCMCA is required within 5 calendar days. Has 72 hours to report to GCMCA for SH, bullying, and hazing complaints, per USC Title 10, Sec 1561 • For other EO complaints, notify commander as soon as possible • MEO office will conduct clarification
Procedures For Handling Complaints And Timelines	Procedures For Handling Complaints And Timelines	Procedures For Handling Complaints And Timelines	Procedures For Handling Complaints And Timelines	Procedures For Handling Complaints And Timelines	Procedures For Handling Complaints And Timelines
<p>Commander can conduct an Inquiry</p> <p>OR</p> <ul style="list-style-type: none"> • Commander can assign an IO • Commander must conduct a reprisal counseling with complainant, accused, witness(es) and any key leaders involved in the investigation • EOA must input formal complaint into the Database • Investigation must be completed within 14 calendar days • Extension can be granted by next higher commander 	<ul style="list-style-type: none"> • 14 days for the investigation to include legal and EO sufficiency reviews for SH & 30 days for the investigations for discrimination • 6 days for the commander to determine if complaint is substantiated or unsubstantiated • Within ten calendar days of the disposition or adjudication, the responsible commander (CA) will provide a DASH update to the first Marine GCMCA in the chain of command with administrative control of the CA ,only one extension 	<ul style="list-style-type: none"> • Assign advocates to complainant, accused and witness(es) • Assign IO within 72 hours (same rank as accused, but must be an E-7 or above) • UPDATES REQUIRED • Within 72 hours to chain of command • 20 days after receiving complaint • 14 days thereafter until completion • update OPREPS must be sent every 30 days; every 14 days for sexual harassment complaints 	<ul style="list-style-type: none"> • Use AF IMT Form 1587 • If SH, the clarification must be completed within 14 days • Other EO cases, notify commander as soon as possible and upon completion • Formal complaints are processed within 20 calendar days • 9 days for military equal opportunity office (MEO) clarification • 6 duty days for legal review • 5 duty days for commander action • Legal Review/Concurrence 	<ul style="list-style-type: none"> • Military and civilian: DHS investigation completed, Report of Investigation (ROI) prepared, reviewed, issued and transmitted to parties within 180 days of investigation 	<ul style="list-style-type: none"> • Use AF IMT Form 1587 • If SH, the clarification must be completed within 14 days • Other EO cases, notify commander as soon as possible and upon completion • Formal complaints are processed within 20 calendar days • 9 days for military equal opportunity office (MEO) clarification • 6 duty days for legal review • 5 duty days for commander action • Legal Review/Concurrence

ARMY (Continued)	MARINE CORPS (Continued)	NAVY (Continued)	AIR FORCE (Continued)	COAST GUARD (Continued)	SPACE FORCE (Continued)
Procedures Upon Completion Of Investigation	Procedures Upon Completion Of Investigation	Procedures Upon Completion Of Investigation	Procedures Upon Completion Of Investigation	Procedures Upon Completion Of Investigation	Procedures Upon Completion Of Investigation
<ul style="list-style-type: none"> • EOA review (must be on MFR) • Legal review • Commander's decision 	<ul style="list-style-type: none"> • Legal sufficiency review • EO sufficiency review • Commander's final written report (forward to commanding general) • DASH report submitted to HQMC 	<ul style="list-style-type: none"> • EOA review • Legal review 	<ul style="list-style-type: none"> • Legal review • Commander's decision 	<ul style="list-style-type: none"> • Civilian complainant can (within 30 days) elect EEOC hearing or (FAD) • If no election in 30 days, DHS has 60 days to issue • For military complainant, there is 90 days to issue FAD if no informal resolution upon receipt 	<ul style="list-style-type: none"> • Legal review • Commander's decision
Follow-Up Procedures	Follow-Up Procedures	Follow-Up Procedures	Follow-Up Procedures	Follow-Up Procedures	Follow-Up Procedures
<ul style="list-style-type: none"> • 30-45 Days • Use DA Form 7279-1 	<ul style="list-style-type: none"> • Provide updates every 14 days to complainant 	<ul style="list-style-type: none"> • 30-45 days • Use NAVPERS Form 5354/2 (Attachment 2 from OPNAVINST 5354.1) 	<ul style="list-style-type: none"> • Follow-up required within 30 days (follow-up is with the complainant to ensure they have not experienced reprisal). • Use AF IMT Form 1587 	<ul style="list-style-type: none"> • Full-time CRSP/EOA to follow-up as requested/needed 	<ul style="list-style-type: none"> • Follow-up required within 30 days (follow-up is with the complainant to ensure they have not experienced reprisal). • Use AF IMT Form 1587
Appeals	Appeals	Appeals	Appeals	Appeals	Appeals
<ul style="list-style-type: none"> • 7 calendar days to appeal 	<ul style="list-style-type: none"> • Written appeals of the administrative findings must be submitted within 30 calendar days 	<ul style="list-style-type: none"> • 7 days to appeal 	<ul style="list-style-type: none"> • Informal complaint timeline to appeal is 30 calendar days (the appeal would be in the form of or a formal complaint only). • For Formal Complaints there is also a 30 calendar day window. The appeal will go through the MEO office. Retirees and family members have no appeal 	<ul style="list-style-type: none"> • Military can accept FAD or file a Request for Reconsideration with DHS within 30 days of receipt • Civilians can accept FAD or within 30 days, file a Request for Reconsideration with DHS, or within 30 days appeal to EEOC, etc. 	<ul style="list-style-type: none"> • Informal complaint timeline to appeal is 30 calendar days (the appeal would be in the form of or a formal complaint only). • For Formal Complaints there is also a 30 calendar day window. The appeal will go through the MEO office. Retirees and family members have no appeal
Assessments	Assessments	Assessments	Assessments	Assessments	Assessments
<ul style="list-style-type: none"> • Within 60 days of taking command for Company - Division level commander and yearly thereafter 	<ul style="list-style-type: none"> • 120 days upon assumption of command and annually thereafter 	<ul style="list-style-type: none"> • Commanders will conduct within 120 days after assumption of command and annually thereafter 	<ul style="list-style-type: none"> • Commanders will conduct within 120 days after assumption of command and annually thereafter for units of 50 personnel or more. Units smaller than 50 personnel are included in another units roll up 	<ul style="list-style-type: none"> • 180 calendar days of a change-of-command or change in Directorate or office head 	<ul style="list-style-type: none"> • Commanders will conduct within 120 days after assumption of command and annually thereafter for units of 50 personnel or more. Units smaller than 50 personnel are included in another units roll up

GCMCA: General Courts Martial Convening Authority **SPCMCA:** Special Courts Martial Convening Authority **DASH:** Discrimination and Sexual Harassment **MFR:** Memorandum For Record **CCS:** Command Climate Specialist **CMEO:** Command Managed Equal Opportunity **DHS:** Department Homeland Security **FAD:** Final Agency Decisions **EEOC:** Equal Opportunity Commission

INFORMAL COMPLAINT: Informal complaints may be resolved directly by the individual, with the help of another unit member, the commander or other person in the complainant's chain of command.

FORMAL COMPLAINT: A formal complaint is one that complaint files in writing and swears to the accuracy of the information.

ANONYMOUS COMPLAINT: Complainant remains unidentified may be handled as a formal or informal if there is sufficient information to proceed.