



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
MEDICAL READINESS COMMAND, WEST
4070 STANLEY ROAD, SUITE 121
JBSA FORT SAM HOUSTON, TEXAS 78234-2715

Policy Memo 24-011

MCCR-MEO

10 June 2024

MEMORANDUM FOR All Medical Readiness Command, West Personnel

SUBJECT: Processing Military Equal Opportunity and Harassment Complaints

1. References:

a. Department of Defense Instruction 1020.03 (Harassment Prevention and Response in the Armed Forces), 29 December 2020.

b. Army Regulation 600-20 (Army Command Policy), 24 July 2020.

2. The U.S. Army Military Equal Opportunity (MEO) and Harassment complaint processing system addresses allegations of unlawful discrimination or unfair treatment on the basis of race, color, sex (to include gender identity and pregnancy), national origin, religion, or sexual orientation and harassment which includes hazing, bullying, and other discriminatory harassment. All Soldiers (including those in the Delayed Entry Program (DEP)), cadets, and Family members may utilize the complaint processing system and must be confident that their complaints will be addressed promptly and professionally. I will not tolerate any attempt to discourage anyone from filing a complaint nor any act of reprisal or retaliation taken against anyone who files a complaint.

3. MEO Professionals (MEO Program Managers, MEO SGMs, MEO Advisors, MEO Specialists, and MEO Leaders) at all levels are available to provide guidance and assistance for processing complaints of discrimination. Soldiers (including DEP), cadets, and Family members have 60 calendar days from the date of the alleged incident 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 remedial action.

a. Informal Complaint. An informal complaint is any complaint that a Soldier or Family member does not wish to file in writing. They may be resolved directly by the individual, another unit member, the Commander, or other person in the complainant's chain of command. Informal complaints are not subject to time suspense but are reported to the next higher command.

MCCR-EO

SUBJECT: Processing Military Equal Opportunity and Harassment Complaints

b. Formal Complaint. A formal complaint results from an inability to resolve an issue informally or from an act or acts that may appear to warrant an official investigation. Formal complaints require specific actions in a timely manner and an audit trail of actions taken. Soldiers and their Family members may file a formal complaint through the Medical Readiness Command, West (MRC, W) MEO Office.

c. Anonymous complaint. Complaints where the complainant remains unidentified and may be handled as either an informal or a formal complaint, which will be determined by the Commander. Actions taken regarding anonymous complaints will depend upon the extent of information provided in the complaint.

4. Although we encourage using the chain of command and supervisors to solve problems at the lowest level in the organization, it will not serve as the only channel available to the complainant. The Complainant may communicate with other agencies having collateral responsibilities and interests. These offices may include, but not limited to, health care, counseling, military/civilian protective orders, chaplains, legal assistance, and unit or installation trained mediators for alternative dispute resolution.

5. Leaders must make it clear that unlawful discrimination, unfair treatment or harassment will not be practiced, condoned, or tolerated. Commanders will ensure that everyone understands this policy.

6. For further information and assistance, military personnel and their Family members can call their local MEO Office or the MRC, W MEO Office at (210) 221-6371/DSN 421-6371 or (210)468-9879.

YR SUMMONS
Brigadier General, USA
Commanding General