



**DEPARTMENT OF THE ARMY**  
INSTALLATION MANAGEMENT COMMAND PACIFIC  
HEADQUARTERS, UNITED STATES ARMY GARRISON HUMPHREYS  
UNIT #15228  
APO AP 96271-5528

IMHM-EO

3 August 2017

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy #10, Equal Opportunity (EO) Complaint Procedures and Protection against Reprisal

1. References:

a. AR 600-20, Army Command Policy, 6 November 2014.

b. DoD Directive 1020.02E, Diversity Management and Equal Opportunity in the DoD, 8 June 2015.

2. The policy of the United States Army is to provide equal opportunity (EO), an environment free of sexual harassment, and a fair treatment for all Soldiers, their Families, and Civilian employees regardless of race, color, national origin, religion, sex, or sexual orientation. This policy applies both off and on post, off and on duty.

3. Equal Opportunity complaints will be processed and resolved in an expeditious manner. All Soldiers, Family members, and KATUSA personnel assigned or attached to United States Army Garrison Humphreys are encouraged to use their respective chain of command for redress of any complaints they may have. Each unit commander will publish a unit standard operating procedure regarding EO complaints. Moreover, each unit commander will ensure personnel within his or her command are fully aware of the procedures necessary for the redress of grievances.

4. Individuals may present any EO complaints they may have to their chain of command, the Inspector General, or any EO advisor. Informal complaints are unwritten and designed to solve problems at the lowest possible level. In presenting an EO complaint, all complainants shall be free from restraint, interference, coercion, discrimination, or reprisal and shall have the right to be accompanied, represented, and advised by a representative of their choosing. I expect all commanders to personally advise Soldiers they have the right to present EO complaints without fear of reprisal. Formal EO complaints are written; the complainants of allegations are sworn to on a DA Form 7279, Equal Opportunity Complaint Form, by a Commissioned or Warrant Officer. Upon receipt of a formal EO complaint, a commander shall take the following steps:

a. Swear the complainant to the complaint.

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- b. Acknowledge receipt of the complaint in block 10a of DA Form 7279.
  - c. Seek assistance of the EO Advisor and advise the commander within first 12 hours.
  - d. Personally conduct an inquiry or immediately appoint an investigating officer according to AR 15-5 and respond to the complaint within 14 calendar days.
  - e. Depending on the magnitude of the complaint, a commander may refer the matter to the next higher commander for an investigation.
  - f. Implement and establish a plan to protect the complainant and any named witnesses and the alleged perpetrator from the acts of reprisal. This plan will include, at a minimum, specified meetings or discussions with the complainant, alleged perpetrator, named witnesses, and select members of the chain of command and co-workers.
  - g. Requests for extensions must be written and submitted to the next higher person in the chain of command. All requests for extensions over 30 days past the original 14 day suspense must go to the first general officer in the chain of command.
  - h. Provide written feedback to the complainant no later than 14 calendar days after receiving the complaint and then provide updates every 14 calendar days until the final resolution. Give the complainant seven calendar days to appeal the investigative findings (not the punishment) to the next higher commander.
  - i. Obtain signatures from the complainant and give a copy of the DA Form 7279 as each area of the form is completed.
  - j. Forward the finalized DA Form 7279 to the EO Advisor in the Chain of Command.
7. The EO Advisor will conduct a follow up assessment of all formal equal opportunity complaints, both substantiated and unsubstantiated, within 45 days following the final decision rendered on the complaint. The purpose for the assessment is to measure the effectiveness of corrective actions and to detect and deter acts of threats of reprisal. The assessment will be forwarded to the appropriate commander on DA Form 7279, Equal Opportunity Complaint Resolution Assessment.
8. While informal inquiries are necessary in the resolution of complaints, EO personnel will not conduct investigations. The final resolution of all complaints rests with the commander/agency receiving the complaint for action. Equal Opportunity complaint procedures do not replace existing Inspector General channels for reporting complaints.

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9. I fully endorse the above policy and I expect each Soldier and civilian employee to do the same. With your full support, I am confident that a stronger, more cohesive military and civilian work force will emerge.

10. This policy is effective immediately and will be posted on all official bulletin boards. It remains in effect until rescinded or superseded.

11. The proponent for this policy is the Equal Opportunity Office. The point of contact for is the USAG Humphreys EO Advisor, DSN 753-6527.



SCOTT W. MEULLER  
COL, AR  
Commanding

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