



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, US ARMY GARRISON YONGSAN - CASEY
UNIT #15333
APO AP 96205-5333

IMYN-ZA

09 OCT. 2018.

UNITED STATES ARMY GARRISON YONGSAN - CASEY POLICY LETTER # 36

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Equal Opportunity Complaint Procedures

1. **REFERENCES:**

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

b. Army Direction 2015-39, Inclusion of Sexual Orientation in the Military Equal Opportunity Program, 14 October 2015.

2. **PURPOSE:** To ensure every US Army Soldier, KATUSAs, and Family members have knowledge of the procedures to file an Equal Opportunity (EO) complaint procedures in accordance with AR 600-20, chapter 6, appendix C.

3. **BACKGROUND:** A Soldier or Family member who believes that he or she is discriminated against based on race, color, gender, religion, national origin or sexual orientation has the right and responsibility to present that concern to the chain of command. Personnel may file either an informal complaint or a formal complaint.

4. **DISCUSSION:** A Soldier or Family member who believes that he or she is discriminated against on race, color, gender, religion, national origin or sexual orientation has the right and responsibility to present that concern to the chain of command. Personnel may file either an informal complaint or a formal complaint.

a. An informal complaint is any complaint that the Soldier or Family member does not wish to file in writing. 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. Informal complaints are not subject to a time suspense.


b. A formal complaint is any complaint that the Soldier or Family member files in writing with an Equal Opportunity Advisor using Department of the Army (DA) form 7279 Equal Opportunity Complaint Form, and swears to the accuracy of the information. Formal complaints require specific actions; are subject to timelines; and require documentation of the actions taken.

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c. Individuals have 60 calendar days to file a formal complaint from the date the alleged incident occurred. This time limit is established to set reasonable parameters for the inquiry or investigation and resolution of complaints. If a formal complaint is received after 60 calendar days, the commander should consider the reason for the delay, the availability of witnesses, and whether a full and fair inquiry or investigation can be conducted.

d. Although the processing of EO complaints through the unit chain of command is strongly encouraged, it will not serve as the only channel available to Soldiers to resolve complaints. Should the complainant feel uncomfortable in filing a complaint with his/her unit chain of command, or should the complaint be against a member of that chain of command, a number of alternative agencies exist through which the issues may be identified for resolution. These agencies include: someone in a higher echelon of the complainant's chain of command; Equal Opportunity Advisor; Inspector General; Chaplain; Provost Marshall; medical agency personnel; Staff Judge Advocate; Housing Services office; or the Equal Employment Opportunity office.

5. The point of contact for this memorandum is the USAG Yongsan – Casey Equal Opportunity office at DSN 730-3988, commercial 0503 330-3988, or by Government Cell 010-3740-0354.



MONICA P. WASHINGTON
COL, LG
Commanding