



DEPARTMENT OF THE ARMY

7 JUNE 2021

MEMORANDUM FOR RECORD

SUBJECT: Policy Letter #3 – Equal Opportunity Formal Complaint Procedures

1. References:

- a. Army Regulation (AR) 600-20, Army Command Policy, 6 November 2014.
- b. [REDACTED] Policy Memorandum #3, Equal Opportunity Formal Complaint Procedures, 21 July 2017.

2. [REDACTED] is committed to the Department of the Army's Equal Opportunity (EO) Program. Soldiers and Civilians have the right to present a complaint or issue to the command without fear of intimidation, reprisal, or harassment. There are two types of EO complaints: informal and formal. An informal complaint is a complaint not filed in writing. It is encouraged that these complaints be handled at the lowest level possible. AR 600-20, Appendix C, provides guidance for addressing informal complaints.

3. A formal complaint is 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 to be taken. A formal complaint will be filed using DA Form 7279, Equal Opportunity Complaint Form. If a complainant wishes to exercise the right to file a formal complaint, contact the Equal Opportunity Advisor (EOA) of the unit's EO Office. All complaints, both formal and informal, should be taken seriously.

4. Soldiers and Civilians who feel they are being treated unfairly should contact their chain of command, unit EO representatives, or the Brigade / Division EOA for assistance. If the complainant desires to go outside the chain of command, they may go to alternate agencies such as the Inspector General, Chaplain, Provost Marshall, and the Staff Judge Advocate.

5. All Leaders will support the complaint procedures as outline in AR 600-20, Appendix C. Upon initiation of a formal complaint, a plan will be instituted to protect the complainant, any named witnesses, and the alleged perpetrator from reprisal. The plan will include, at a minimum, specified meetings and discussions with the complainant, alleged perpetrator, named witnesses, and selected members of the chain of command.

[REDACTED]  
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6. The point of contact for this memorandum is undersigned at [REDACTED]  
[REDACTED]

[REDACTED]  
CPT, [REDACTED]  
Commanding