DEPARTMENT OF THE ARMY
UNITED STATES ARMY SOLDIER SUPPORT INSTITUTE
10000 HAMPTON PARKWAY
FORT JACKSON, SOUTH CAROLINA 29207-7050

ATSG-CG

0 9 APR 2012

MEMORANDUM FOR ALL Soldier Support Institute (SSI) Personnel

SUBJECT: Policy Memorandum 3-2, Equal Opportunity (EO) Complaint Process

1. The EO complaint processing system addresses complaints that allege unlawful discrimination or unfair treatment on the basis of race, color, religion, gender, and national origin. The processing of EO complaints through the unit chain of command is strongly encouraged, but it is not the only channel available to Soldiers to resolve complaints. Attempts should always be made to solve problems at the lowest possible level within an organization.

2. Should the complainant feel uncomfortable in filing a complaint with his/her chain of command, or the complaint is against a member of that chain of command, a number of alternative agencies exist through which the issues may be identified for resolution. Each of the agencies provides expertise in very specific subject areas. Commanders will not preclude Soldiers from using these channels in accordance with the procedures inherent/established by these agencies:

a. Someone in a higher echelon of the complainant's chain of command

b. Equal Opportunity Leaders (EOL)

c. Equal Opportunity Advisor (EOA)

d. Inspector General

e. Chaplain

f. Provost Marshal

g. Medical agency personnel

h. Staff Judge Advocate

i. Housing Referral Office

3. Complaints by civilian personnel alleging discrimination should be handled in accordance with the procedure contained in Army Regulation 690-600, or as described

in Department of Defense and Department of the Army (DA) policy implementing 10 U.S. Code 1561, or as provided for in any applicable collective bargaining agreement.

4. Any complaint that a Soldier, Family member, or DA civilian does not wish to file in writing is considered an informal complaint. Informal complaints may be resolved directly by the individual, with the help of the installation EOA, the commander or other persons in the complainant's chain of command. Typically, those issues that can be taken care of informally can be resolved through discussion, problem identification, and clarification of the issues. An informal complaint is not subject to time suspense nor is it reportable. It is recommended that anyone working on the resolution of informal complaints should prepare a Memorandum for Record (MFR).

5. 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 taken. A brief summary of all formal EO complaints will be provided to me through the chain of command within 72 hours of receipt by the commander or alternate agency. In turn, I will provide notification to the first General Courts-Martial Convening Authority (the Post Commanding General) within 72 hours after my notification. I expect the chain of command to follow the guidelines for investigation and summary as outlined in Army Regulation 600-20, Army Command Policy, Appendix D, paragraph D-4.

6. Should a Soldier, civilian employee, or Family member believe that they are a victim of discrimination or sexual harassment, they should immediately present their concerns to their chain of command or supervisory chain for resolution. They may contact the respective organizational Equal Opportunity Representative, and/or the SSI Equal Opportunity Advisor at the SSI EO Hotline at 751-4591.

7. I will not tolerate any acts of reprisal, or attempts to suppress someone who wants to file a complaint.

8. This policy will remain in effect until rescinded or superseded. The proponent for periodic review of this policy is the SSI Equal Opportunity Advisor.

DAVID K. MacEWEN
Brigadier General, U.S. Army
Commanding