



**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS AND HEADQUARTERS COMPANY**  
**530<sup>TH</sup> COMBAT SUSTAINMENT SUPPORT BATTALION**  
**BLDG 8536, B AVE**  
**FORT LEE, VIRGINIA 23801**

REPLY TO  
ATTENTION OF:

AFFL-CS-CO

24 February 2012

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Battalion Commander's Policy #3 – Equal Opportunity Complaint Procedures

1. REFERENCES:

- a. AR 600-20, Army Command Policy, 7 June 2006.
2. Complaint procedures are an essential element of the Army Equal Opportunity (EO) program and must be understood by all to ensure the efficacy of the program. I want Soldiers and family members to be assured that complaints will be taken seriously and that they are free to file a complaint, whether formal or informal, without fear of reprisal. Commanders, leaders and supervisors will support the complaint procedures outlined in AR 600-20 Appendix D.
3. The EO program provides for two types of complaints, formal and informal. Informal complaints are verbal and should be handled at the lowest level possible, while formal complaints are filed in writing and must go up the chain of command. There is really no difference between the two in terms of the severity of the offense. Any Soldier may file a formal EO complaint; however, I encourage Soldiers to seek guidance from the battalion EO Leader (EOL) or the Brigade EO Advisor (EOA) before filing a formal complaint.
4. Commanders will develop and implement plans to protect filers of formal complaints, any named witnesses and the alleged perpetrator from reprisal. These plans will include specified meetings and discussions with the complainant, alleged perpetrator, named witnesses, selected members of the chain of command and coworkers.
5. Soldiers, family members and civilian employees who feel they are being treated unfairly should contact their chain of command, unit EOL or the Brigade EOA for guidance and assistance.
6. The point of contact for this policy is the Battalion Executive Officer at (804) 765-3156.

“Warrior Spirit, Warrior Support!”

A handwritten signature in black ink, appearing to read "Austin W. Elliott", written over a horizontal line.

AUSTIN W. ELLIOTT  
LTC, MS  
Commanding

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