



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND, PACIFIC REGION
HEADQUARTERS, UNITED STATES ARMY GARRISON, HAWAII
851 WRIGHT AVENUE, WHEELER ARMY AIRFIELD
SCHOFIELD BARRACKS, HAWAII 96857-5000

IMPC-HI-ZA

15 SEP 2010

MEMORANDUM FOR All Military Personnel and Department of the Army (DA) Civilian Employees within US Army Garrison, Hawaii (USAG-HI)

SUBJECT: Policy Memorandum USAG-HI-22, Complaint Procedures

1. References.

- a. AR 600-20, Army Command Policy, 18 Mar 08. RAR 27 Apr 10.
- b. AR 690-600, Equal Employment Opportunity Discrimination Complaints, 9 Feb 04.
- c. USARPAC Supplement 1 w/ to AR 600-20, 23 Apr 07.

2. Applicability. This policy applies to all Soldiers, Civilians, Family members, contractors, and other personnel who work on, reside on, or visit any US Army installations, facilities, or work sites in Hawaii.

3. Policy. As the Garrison Commander, I am committed to ensuring that every Soldier has the opportunity to reach their potential, regardless of race, color, gender, religion, or national origin. I encourage Soldiers who are confronted with discrimination or sexual harassment to address the issue tactfully, and try to find a mutually acceptable solution. However, all Soldiers have the right to file a formal or informal complaint without fear of intimidation, reprisal, or harassment. I expect all commanders to personally make Soldiers aware that they have the right to present Equal Opportunity (EO) complaints without fear of reprisal.

a. Personnel are encouraged to first use their chain of command to file an EO or sexual harassment complaint. However, the following agencies are available to assist, provide guidance, and when appropriate redress: USAG-HI EO Office (655-4797), the Chaplain, Inspector General, Staff Judge Advocate, Provost Marshal, Criminal Investigation Division, Medical Agencies, and the Chief of Housing Referral Office.

b. An informal complaint is any complaint that an individual does not wish to file in writing. Informal complaints may be resolved at any level of command without formal documentation; however, a memorandum for record should be prepared. Informal complaints will be treated with the same importance and emphasis as a formal complaint.

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c. Formal complaints will be filed IAW AR 600-20, Appendix E. Complainants will have their complaint sworn on a DA 7279-R. Commanders will appoint an Investigating Officer (IO) to conduct a 15-6 Investigation or personally conduct a commander's inquiry. The commander or IO will immediately contact the EO Advisor and SJA for guidance. Commanders will ensure when complaints are sworn that the timelines outlined in paragraph 6-8, AR 600-20, are followed and that the prescribed feedback to the alleged perpetrator on the outcome of the investigation and subsequent actions to be taken by the chain of command is provided.

d. Commanders will notify me through their chain of command immediately of any formal EO or Sexual Harassment complaints.

e. The EO Advisor will conduct a follow-up assessment of all formal EO complaints 30-45 calendar days after the final decision is rendered. Assessment will measure the effectiveness of the actions taken, and detect/deter any acts or threats of reprisal. Acts of intimidation, reprisal, or harassment resulting from a complaint will not be tolerated and will be reported to the Inspector General for investigation.

f. For DA Civilians, the process for reporting employment discrimination and sexual harassment is established by law and administered by the Equal Employment Opportunity Office. There are separate training requirements also. All Civilian employees must receive the initial two-hour Prevention of Sexual Harassment (POSH) training and attend refresher training each year. All Civilian and military supervisors of our Civilian employees must also receive the four-hour POSH training for supervisors.

g. Allegations of sexual misconduct will be processed through legal or law enforcement channels, not EO channels.

4. This policy supersedes Policy Memorandum USAG-HI-22, SAB, dated 26 May 2009 and remains in effect until canceled or superseded in writing.

5. Proponent. The USAG-HI EO Office is the proponent for this policy memorandum. Additional information on this policy or assistance with any EO related matter may be obtained by contacting the EO Advisor, at 655-4797, or the EEO Office at 655-9380.



DOUGLAS S. MULBURY
COL, IN
Commanding

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