DEPARTMENT OF THE ARMY
HEADQUARTERS, TRAINING SUPPORT BATTALION
3360 EARLY STREET
FORT JACKSON, SOUTH CAROLINA 29207-7025

REPLY TO
ATTENTION OF

ATSG-SB

12 July 2010

MEMORANDUM FOR All Training Support Battalion Personnel

SUBJECT: Policy Memorandum #7- Equal Opportunity (EO) Complaint Process

1. The EO complaints 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 resolve 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 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. Each of these 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 Representative (EOR)

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 procedures contained in AR 690-600, or as described in DoD and Department of the Army 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 another unit member, the commander or other person 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 prepare a memorandum of 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 CG) within 72 hours after my notification. I expect the chain of command to follow the guidelines for investigation and summary as outlined in AR 600-20, Army Command Policy, Appendix E, Paragraph E-5.

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 751-8110.

7. I will not tolerate acts of reprisal, or attempts to suppress an individual who feels justified in filing a complaint.

8. ***One Team, One Mission!***

SULA L. IRISH
LTC, AG
Commanding