



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY RESERVE COMMAND
4710 KNOX STREET
FORT BRAGG, NC 28310-5010

AFRC-EO

SEP 25 2020

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commanding General Policy #20-05: Equal Opportunity Complaint Processing System

1. Soldiers, Civilians, and their Family members have the right to present Equal Opportunity (EO) complaints of discrimination without fear of intimidation or reprisal. It is the responsibility of the chain of command to protect complainants from acts of reprisal or retaliation for filing an EO complaint.
2. The processing of EO complaints through the chain of command is encouraged; however, it will not serve as the only channel available for Soldiers, Civilians, and Family members who choose to use the military EO complaint processing system as outlined in Army Regulation (AR) 600-20, Army Command Policy. Commanders will not preclude complainants from using alternative agencies identified in AR 600-20. Alternative agencies include higher echelons in the chain of command, the Inspector General, Chaplain, Provost Marshal, medical agencies, Staff Judge Advocate, and Chief, Community Housing Referral and Relocation Services Office.
3. The chain of command will follow established procedures for processing EO complaints in AR 600-20, Appendix C, in order to protect the victim, the alleged offender, all witnesses, and the integrity of the system. Deviation from the prescribed procedures could cause unnecessary delays in the processing of the complaint. Timeliness is an important issue in the resolution of complaints of discrimination.
4. I am fully committed to maintaining an environment within the Army Reserve that is free of discrimination and reprisal. Everyone, regardless of their race, color, sex, sexual orientation, religion, or national origin, will treat others with dignity and respect. All Soldiers and Civilians must feel free to report instances of discrimination and be confident that the chain of command will promptly investigate reported incidents and make corrections. We must also maintain an environment free from the fear of reprisal for presenting complaints or making other such authorized disclosures.
5. I expect all commanders and leaders to support efforts to maintain an Army Reserve free of discrimination by ensuring personnel follow these steps:
 - a. To the extent practicable, a commander receiving a "Formal" EO complaint on a DA Form 7279, Equal Opportunity Complaint Form, will ensure a detailed description of

ENCLOSURE 6

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the allegation is submitted to the first general officer in the chain of command within 72 hours after receipt via the Equal Opportunity Reporting System (EORS).

b. Commanders will ensure processing of all formal complaints of discrimination IAW AR 600-20, Appendix C. Commanders will follow timelines outlined in AR 600-20 without deviation.

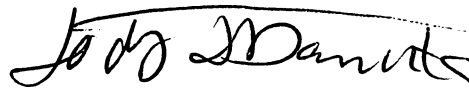
c. Commanders will ensure leaders and EO program personnel are adequately trained and prepared to receive and process EO complaints within their respective organization.

d. Results of substantiated discrimination complaints, in general, will be publicized while maintaining the confidentiality of both the victim and the accused.

e. Commanders will take appropriate and timely actions when allegations of discrimination have been substantiated.

6. Leaders at all levels are essential to creating, maintaining, and enforcing an environment of dignity and respect in the Army Reserve. Commanders have the responsibility to make this expectation a reality.

7. For assistance, contact your command's EO Advisor or call the Army Reserve EO Hotline at (855) 434-0986.



JODY J. DANIELS
Lieutenant General, U.S. Army
Commanding

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