



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

AFRC-EO

MEMORANDUM FOR Commanders, U.S. Army Reserve Major Subordinate Commands, Army Reserve Directors and Chiefs, Coordinating, Special and Personal Staff Agencies, and Secretary of the General Staff

SUBJECT: Commanding General Policy Memo 4, Equal Opportunity Complaint Processing System

1. References:

a. Army Regulation (AR) 600-20, Army Command Policy, Appendix C, Equal Opportunity/Sexual Harassment Complaint Processing System, 6 November 2014.

b. AR 690-600, Equal Employment Opportunity Discrimination Complaints, 9 February 2004.

c. Army Directive 2015-39, Inclusion of Sexual Orientation in the Military Equal Opportunity Program, 14 October 2015.

d. Army Directive 2016-35, Army Policy on Military Service of Transgender Soldiers, 7 October 2016.

2. Soldiers, Civilians, and their Family members have the right to present Equal Opportunity (EO) complaints of discrimination without fear of intimidation or reprisal. I and others in the chain of command are responsible to ensure complainants are protected from acts of reprisal or retaliation for filing an EO complaint.

3. I am fully committed to maintaining an environment within the Army Reserve free of discrimination and reprisal. Everyone, regardless of their race, color, sex (gender identity), sexual orientation, religion, or national origin, must be treated with dignity and respect. All Soldiers and employees must feel free to report instances of discrimination and be confident that a reported incident will be promptly investigated and corrected. Commanders and Soldiers at all levels must also maintain an environment free from the fear of reprisal for presenting complaints or making other such authorized disclosures.

4. I expect commanders and leaders at all levels to create, maintain, and enforce an environment of dignity and respect in the Army Reserve.

5. Army Command Policy (AR 600-20) encourages processing of EO complaints through the chain of command; however, the chain of command is not the only channel available for Soldiers, Civilians, and Family members. Complainants may also use alternate agencies identified in AR 600-20 such as higher echelons in the

ENCLOSURE 2

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chain of command, the Inspector General, Chaplain, Provost Marshal, medical agencies, Staff Judge Advocate, and Chief, Community Housing Referral and Relocation Services Office. Civilians are encouraged to utilize the Equal Employment Opportunity Complaint system pursuant to AR 690-600.

6. Commanders and others who receive EO complaints must follow established procedures outlined in AR 600-20, Appendix C to process complaints. This protects 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.

7. I expect all commanders and leaders to support efforts to maintain an Army Reserve free of discrimination by taking the following steps:

a. To the extent practicable, commanders receiving a "formal" EO complaint on DA Form 7279, Equal Opportunity Complaint Form, will submit a detailed description of the allegation to the first general officer in the chain of command within 72 hours after receipt via the Equal Opportunity Reporting System (EORS).

b. All formal complaints of discrimination will be processed IAW AR 600-20, Appendix C. I expect commanders to follow the timelines outlined in the regulation to conclusion 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. Commanders will take appropriate and timely actions when allegations of discrimination are substantiated. Commanders will publicize results of substantiated discrimination complaints in order to demonstrate the importance of EO within the command. All publicized results will maintain the confidentiality of both the victim and the accused.

8. For assistance, contact your command's EO Advisor, Inspector General or call the Army Reserve EO Assistance Line at 1-855-434-0986.

//APPROVED//
CHARLES D. LUCKEY
Lieutenant General, U.S. Army
Commanding

CF:
Commander, 7th MSC
Commander, 9th MSC