



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY MATERIEL COMMAND
5001 EISENHOWER AVENUE, ALEXANDRIA, VA 22333-0001

REPLY TO
ATTENTION OF

AMCPE-EO (600-20)

9 January 2002

MEMORANDUM FOR ALL MILITARY PERSONNEL

SUBJECT: Equal Opportunity and Sexual Harassment Complaint System

1. References: AR 600-20, Army Command Policy, and the Army Human Relations Action Plan.
2. The EO complaints processing system addresses complaints that allege unlawful discrimination or unfair treatment on the basis of race, national origin, color, gender, and/or religious affiliation, or sexual harassment. I want all soldiers, DA Civilians and family members to understand that their complaint will be taken seriously and addressed in a prompt, professional manner. I also want to emphasize that I will not tolerate any acts of reprisal, or attempts to suppress someone who wants to file a complaint. Any commander or agency receiving an EO complaint will immediately contact their unit Equal Opportunity Advisor for assistance.
3. Informal Complaints: An informal complaint is any complaint that a soldier, family member or DA civilian does not wish to file in writing. 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 and clarification of the issues. An informal complaint is not subject to time suspense nor is it reportable.
4. Formal Complaints: 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 within 72 hours of receipt.
5. 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 for resolution. They may also contact their unit Equal

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Opportunity Advisor or the Equal Opportunity Office (HQ AMC Bldg. Room 7W11, HOTLINE 617-7516). This office is open from 0800 to 1600 daily.

6. Although the processing of EO complaints through the unit chain of command is strongly encouraged, it will not serve as the only channel available to resolve complaints. Should the complainant feel uncomfortable in filing a complaint with his/her unit 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 and leaders will not preclude soldiers from using these channels in accordance with the procedures inherent or established by these agencies.



PAUL J. KERN
General, USA
Commanding

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