



# 417th Base Support Battalion *Commander's Policy*

Policy Number: 13-2

Proponent: AETV-WG-W

Date: 17 June 2003

SUBJECT: Equal Opportunity Complaint Procedures

1. **REFERENCE:** AR 600-20, Army Command Policy.
2. **PURPOSE:** To outline the Commander's policy and procedures for voicing equal opportunity complaints.
3. **SCOPE:** This policy applies to soldiers, family members, and civilians within the 417th Base Support Battalion (BSB) community. It is the right of all soldiers, family members, and civilians to present complaints and grievances of discriminatory practices or sexual harassment.
4. **POLICY:**
  - a. The 417<sup>th</sup> Base Support Battalion is fully committed to ensuring all soldiers, civilians, and family members are treated fairly and equitably in accordance with Department of Defense and Army policies on Equal Opportunity. However, should a complaint surface under the EO program, the Army's complaint process is specifically designed to process all grievances expeditiously.
  - b. I encourage the use of the chain of command as the primary channel for redress of grievances of discrimination and sexual harassment. However, soldiers and their family members should be fully aware there are also other channels for obtaining redress of complaints against the chain of command. They are Equal Opportunity Advisors, the Chaplain, Inspector General, Provost Marshal, criminal investigators, medical agencies, or the Housing Branch Services Manager.
  - c. Complainants have two options when filing EO complaints. Informal complaints are no less important than a formal complaint. The informal complaint is most often used for lesser offenses. It is unwritten and has no timelines for resolution, and there is no requirements to be reported to the commander. Limited confidentiality may be used in resolving informal complaints. Formal complaints are filed on an Equal Opportunity Complaint Form (DA Form 7279-R), it has a chain of custody, and it must be filed within 60 days from the time of the incident, and has designated timelines.

AETV-WG-WR

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Commanders must provide written feedback to the complainant within 14 calendar days unless otherwise granted an extension.

d. The next higher echelon commander may grant an extension (not to exceed 30 days) to this time limit only when extenuating circumstances prevent an investigation from being completed within the time period allowed. Additional extensions must be approved by the first general officer in the chain of command. Commanders will not grant extensions simply because a unit fails to conduct an investigation in a timely manner. In such cases, the complaint will be mandatory referred to the commander of the next higher echelon for investigation. All members of this command have the right to present an EO complaint without fear of intimidation or harassment.

e. Retaliation and reprisal are unacceptable forms of behavior and represent unprofessional leadership at any level and will not be tolerated. The chain of command will ensure that complainants and witnesses are protected from reprisal and retaliation.

f. Equal Opportunity Advisors are available to assist commanders and complainants in processing EO complaints. Investigating Officers will consult with the command's EOA to discuss the basis of the EO complaint prior to the initial interview process and the conclusion of the investigation to ensure no critical EO aspects are overlooked.

g. Contact the 417<sup>TH</sup> Base Support Battalion EO office for further information for assistance regarding the EO complaint process. The office is located in Bldg 145, Harvey Barracks 1st floor. The telephone number is DSN 355-8122, commercial 09321-305-8122.

h. A copy of this policy statement will be permanently displayed on the unit bulletin board.

**5. PROPONENT:** 417th BSB Equal Opportunity Office, DSN 355-8122.

  
THOMAS H. FASS  
LTC, EN  
Commanding