DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, US ARMY GARRISON, FORT A.P. HILL
18436 4TH STREET
FORT A.P. HILL, VIRGINIA 22427-3114

REPLY TO
ATTENTION OF

IMPH-CM

1 July 2014

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commander's Policy Letter #8: Equal Opportunity, Equal Employment Opportunity (EO/EEO) and Complaint Procedures

1. Applicability. This policy statement applies to all Soldiers, Family members, and DoD civilian personnel assigned to or under the control of this command at Fort A.P. Hill (FAPH).

2. Proponent. The proponent for this policy is the Garrison's Directorate of Human Resources (DHR) at (804) 633-8205.

3. Reference.

a. AR 600-20, Appendix D, Army Command Policy, 18 March 2008/RAR 20 September 2012.

b. AR 690-12, Equal Employment Opportunity and Affirmative Action, 4 March 1988.

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

d. 29 Code of Federal Regulation, part 1614, Federal Sector EEO, November 9, 1999.

4. Policy.

a. I pledge my commitment to carrying out a result-oriented EO/EEO Program, including all aspects of affirmative action. Each Director, Manager and Supervisor will be held accountable for the success of the EO/EEO Program. You will discharge your responsibilities in a manner to reflect credibility and promote integrity in every area of personnel management and be appropriately evaluated on your performance.

b. Directors and Supervisors should identify problem areas, personally confront issues, and vigorously seek solutions. Elements of doubt and misunderstanding must be eliminated. The Fort Belvoir Installation Equal Opportunity and Equal Employment Opportunity staffs are available to advise and assist individuals, as well as Directors, Managers, and Supervisors and can be contacted at **703-805-5388**.

c. An aggressive and viable Equal Opportunity Program is an integral and essential element of Fort A.P. Hill's quality of life goal of creating training, working, and a living environment for
our personnel that fosters personnel readiness and commitment to mission accomplishment. Each Director and leader within FAPH must actively support the policies and principles of EO/EEO to ensure continued progress is made in these important programs. Your individual dedication and commitment to this program will provide a sound basis for us to achieve our stated goals and objectives.

5. Complaint Information.

a. **Who May File**: all FAPH Soldiers, Family members, employees, former employees, certain contract employees, or applicants for federal employment at FAPH have the right to file complaints of discrimination and/or reprisal if they believe they have been discriminated against because of race, color, religion, gender, national origin, age (over 40), mental or physical disability and reprisal (based on previous EEO activities) or the Genetic Information Nondiscrimination Act (GINA) and/or reprisal in an employment manner including Equal Pay Act) complaints subject to the control of the Army, may file an individual complaint of discrimination.

b. **Where and How to File:** Individuals shall attempt to resolve complaints informally by
speaking to the offender and providing the chain-of-command an opportunity to resolve the issue. Although using the chain-of-command is strongly encouraged, it will not serve as the only channel available to the complainant. If the complaint is against the commander or members of the Chain-of-Command, it will be directed to a higher echelon commander/leader in the individual's chain or the Fort Belvoir Installation Equal Opportunity Office. Specific information concerning the filing of complaints is shown below.

(1) Soldiers or Family Members: The following methods are available to resolve EO complaints:

(a) **Informal Complaint**: An informal complaint is any complaint that a Soldier or Family member 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 (see AR 600-20, Appendix D for more information).

(b) **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 (see AR 600-20, Appendix D for more information).

(2) DA Civilians: 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 USC 1561, or as provided for in any applicable collective bargaining agreement. Briefly, the individual must first present the matter(s) to an Equal Employment Opportunity (EEO) official for the purpose of seeking information on how to proceed. This process is called an "intake procedure." The intake procedure involves a determination as to the proper venue for an individual to use to address his/her concern(s) and to advise the individual of the availability of Alternative Dispute Resolution (ADR). In those cases in which ADR is offered, the individual may choose between ADR and the traditional, pre-complaint counseling process. The matter(s) must be presented within 45 calendar days from one of the following dates: the date of the matter giving rise to the complaint; the effective date of the personnel action; or the date that the aggrieved became aware, or reasonably should have become aware of the discriminatory event or personnel action. The EEO Counselor's inquiry and ADR are designed to reach a resolution of the aggrieved person's allegations. If resolution is not reached, a formal complaint may be filed within 15 calendar days from the date of the Notice of Right to File a Discrimination Complaint. The complaint must contain a statement signed by the complainant, or is his/her attorney, describing in detail the actions, practices, or issues giving rise to the complaint.

6. This organization is dedicated to the principle that people are our most valuable asset and are entitled to work in an environment free of discrimination. With this tenet in mind, our position with regard to the complaint process is to protect the integrity of the process and preserve the rights of the individual.

7. Expiration. This Policy memorandum will remain in effect until superseded or rescinded.

DAVID A. MEYER
LTC, AR
Commanding

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