



## Army EO Program Policy

Refer to AR 600-20, Chp 6



The 593d Command will provide EO and fair treatment for military and civilian personnel and Family members without regard to race, color, national origin, religion, sex (gender identity and pregnancy), and sexual orientation and provide an environment free of unlawful discrimination and offensive behavior. This policy—

- ✓ Applies both on and off post, during duty and non-duty hours.
- ✓ Applies to working, living, and recreational environments (including both on and off-post housing).
- ✓ Additionally, in some circumstances, the Equal Employment Opportunity (EEO) Complaint system in AR 690–600 may provide guidance.

### Equal Opportunity Defined

The right of all persons to participate in, and benefit from, programs and activities (for example, career, employment, educational, social) for which they are qualified.

These programs and activities will be free from social, personal, or institutional barriers that prevent people from rising to the highest level of responsibility possible.

Persons will be evaluated on individual merit, performance, and potential, regardless of *race, color, national origin, religion, sex (gender identity and pregnancy), and sexual orientation.*



## EO Complaint Process

Refer to AR 600-20, Chp 6



The EO complaint processing system addresses complaints that allege unlawful discrimination or unfair treatment on the basis of *race, color, national origin, religion, sex (gender identity and pregnancy), or sexual orientation and harassment which includes hazing, bullying, and other discriminatory harassment.* While not required, it is recommended that the individual attempt to resolve a complaint by first informing the alleged offender(s) that the behavior or practice must stop.

### Individual rights. Soldiers, Family members and DA civilians have the right to—

- ✓ Present a complaint to the command without fear of intimidation, reprisal, or harassment
- ✓ Communicate with the commander concerning their complaints (*Open Door Policy*)
- ✓ Receive assistance when submitting a complaint (*Refer to EOA and/or EO PM*)
- ✓ Receive training on the Army’s EO complaint and appeals process (*Refer to EOL and/or EOA*)

### Individual responsibility. Individuals are responsible for—

- ✓ Advising the command of any incidents of unlawful discrimination complaints and providing the command an opportunity to take appropriate action to rectify/resolve the issue
- ✓ Submitting only legitimate complaints and exercising caution against unfounded or reckless charges

### Open Door Policy

Soldiers are responsible for ensuring that the commander is made aware of problems that affect *discipline, morale, and mission effectiveness*; and an open door policy allows members of the command to present facts, concerns, and problems of a personal or professional nature or other issues that the Soldier has been unable to resolve.

## 593d Expeditionary Sustainment Command (ESC)



### Equal Opportunity (EO) Program Office

“Enhance mission readiness by formulating, directing, and sustaining a comprehensive effort to maximize human potential and to ensure fair treatment for all persons based solely on merit, performance, and potential regardless of race, color, national origin, religion, sex (gender identity and pregnancy), and sexual orientation. Additionally, eliminate discriminatory harassment including hazing, bullying, discriminatory harassment, online misconduct and any other types of misconduct that undermines dignity and respect.”

**593d ESC EO OFFICE**  
**Bldg 12233 Room 127/128**  
**Joint Base Lewis-McChord, WA**

For additional information on resolving issues informally or formally, contact the EO Office at (253) 966-4984/4982 or the EO PM at (253) 967-9181

**I Corps EO Assistance Hotline:**  
**(253)-365-7640**

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## Informal Complaint Process



An informal complaint is any complaint that a Soldier or Family Member does not wish to file in writing on a DA Form 7279.

Informal complaints may be resolved directly by the complainant addressing the offending party, a peer, or another person in or outside the complainant's chain of command or NCO chain of command, or the EO Advisor (EOA).

**Typically, those issues that can be taken care of informally can be resolved through discussion, problem identification, and clarification of the issues, discussion, recognition of inappropriate or misleading behavior, and a willingness to change.**

While an informal complaint is not subject to time suspense; within this command, all informal complaints resulting in 15-6 investigations will be forwarded to the appropriate commander for awareness and/or action. Additionally, all attempts will be made to be resolved within **60 days** of the report or incident.

### Techniques for dealing with forms of discrimination

**Direct Approach** – Confront the harasser and tell them the behavior is not appreciated & you want it to stop.

**Indirect Approach** – Send a letter or email stating the facts about the inappropriate behavior and expected resolution.

**Third Party** – Request assistance, intervene, (speak on your behalf or witness)

**Chain Of Command** – Report the behavior and ask your supervisor/-leader for help and remember to provide the chain of command time to rectify/resolve the issue.

**File a Complaint (Informal, Formal or anonymous)** – See your EO Advisor for details.



## Formal Complaint Process



A formal complaint is one that a complainant files in writing (DA Form 7279) and swears to the accuracy of the information.

Formal complaints require specific actions, are subject to timelines, and require documentation of the actions taken.

Soldiers have **60 calendar days** from the date of the alleged incident in which to file a formal complaint.

The complainant should file his or her complaint with the commander at the lowest echelon of command at which the complainant may be assured of receiving a thorough, expeditious, and unbiased investigation of the allegations.

Equal Opportunity (EO) and harassment complaints are received by a EO Advisor (EOA) or EO PM. Complaints cannot be received by EOLs. Personnel are strongly encouraged to contact their servicing EOA for details.

**593d EO Program Manager (PM)**  
**OFC: 253-967-9181/ Cell: 253-381-8173**

**593d SR EO Advisor**  
**OFC: 253-966-4984**  
**593d EO Advisor**  
**OFC: 253-966-4982**

**62D MED EO Advisor**  
**OFC: 253-219-1232**



## Anonymous Complaint



Complaints where the complainant remains unidentified and maybe handled as either informal or formal complaint. The Commander will be identified as the complainant on the DA Form 7279 and the MEO database. If the complaint is processed as an informal complaint, the Commander will determine if informing the entire command or part of the organization of the actions taken is appropriate. If during the informal or formal process of an anonymous complaint the identity of the actual complainant is revealed, the complainant will be edited in MEO database, and the actual complainant will be provided the requisite follow-up actions.

Actions taken regarding anonymous complaints will depend upon the extent of information provided in the anonymous complaint. If an anonymous complaint contains sufficient information to permit the initiation of an investigation, the investigation will be initiated by the commanding officer or supervisor in accordance with this instruction. If an anonymous complaint does not contain sufficient information to permit the initiation of an investigation, the information should be documented in a Memorandum for Record and maintained on file in accordance with disposition instructions and the central point of contact responsible for processing discrimination and harassment complaints.

### How Can the EOL Help You?

**The EOL can:**

- ✓ Explain the EO Complaint process
- ✓ Be objective by listening to identify MEO concerns and answer questions
- ✓ Attempt informal resolution
- ✓ Additionally, EOLs are trained to conduct classes, and continuously assess the unit's climate.