



**DEPARTMENT OF THE ARMY**  
U.S. ARMY SPACE AND MISSILE DEFENSE COMMAND  
POST OFFICE BOX 1500  
HUNTSVILLE, ALABAMA 35807-3801

SMDC-EO Policy No. 600-17\*

**AUG 01 2024**

**MEMORANDUM FOR SEE DISTRIBUTION**

**SUBJECT: Military Equal Opportunity (MEO) Program Complaint Process**

**1. References:**

- a. Army Regulation 600-20, Army Command Policy, Chapter 6, 24 July 2020.
- b. DoD Instruction 1350.02, DoD Military Equal Opportunity Program, change 1, 20 December 2022.
- c. Army Regulation 15-6, Procedures for Administrative Investigations and Boards of officers, 1 April 2016.
- d. Army Directive 2023-03 (Army Adverse Information Program)

**2. This policy establishes procedures for processing EO complaints within the U.S. Army Space and Missile Defense Command (USASMDC) and is applicable to all USASMDC organizational elements.**

**3. Policy.**

a. It is the policy of the Army and this command to provide an environment free of discrimination and to ensure fair treatment for all persons based solely on merit, performance, and potential in support of readiness. The goals of the MEO are to build and maintain a cohesive, combat ready Army which is focused and determined to accomplish the mission, provide support to Soldiers, both on and off-post, ensure MEO exists for all Soldiers, ensure every Soldier is treated with dignity and respect, and to support commanders at all levels in the execution of MEO policies in their units, organizations, and agencies. Soldiers and Family members have a right to present a complaint if the MEO policy is violated. Attempts should be made to resolve concerns at the lowest level possible within the organization.

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\*This policy supersedes SMDC-EO Policy No. 600-17, 20 October 2020.

SUBJECT: Equal Opportunity (EO) Complaint Processing Policy

b. The complaint processing system addresses complaints that allege unlawful discrimination on the basis of race, color, sex (to include gender identity), national origin, religion, or sexual orientation and harassment, which includes hazing, bullying, and other discriminatory harassment. Concerns raised and/or resolved outside of the complaint processing system are not considered MEO or harassment complaints. Incidents involving allegations of criminal behavior (that is, violations of UCMJ) will be reported or referred to law enforcement.

4. There are three types of complaints:

a. Anonymous: Complaints where the complainant remains unidentified may be handled as either an informal or formal complaint and entered in the MEO database as such. The commander will determine if sufficient information is provided to proceed as either an informal or formal complaint. 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 the MEO database, and the actual complainant will be provided the requisite follow-up actions.

b. Informal: An informal complaint is one that a Soldier, cadet, 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 MEO professional. Those issues that can be taken care of informally might be resolved through problem identification and clarification of issues, discussion, recognition of inappropriate or misleading behavior, and a willingness to change.

c. Formal: a Formal complaint is one that a complainant files in writing using the 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. Complainants have 60 calendar days from the date of the alleged incident in which to file a formal complaint. This time limit is established to set reasonable parameters for the inquiry or investigation and resolution of complaints, to include ensuring the availability of witnesses, accurate recollection of events, and timely resolution or remedial action. If a complaint is received after 60 calendar days, the commander may conduct an investigation or appoint an investigating officer. The commander should consider the reason for delay, the availability of witnesses, and whether a complete and fair inquiry or investigation can be conducted.

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5. The USASMDC MEO office is the lead agency for assistance with filing MEO complaints and the point of contact for the memorandum at 256-955-9993.

6. This policy is posted on the CMDNET as required reading for all assigned personnel.

"SECURE THE HIGH GROUND"

A handwritten signature in black ink, appearing to read 'S. A. Gaaney', with a long horizontal flourish extending to the right.

SEAN A. GAINEY  
Lieutenant General, USA  
Commanding

DISTRIBUTION:

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