



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

SMDC-MEO Policy No. 600-17*

02 October 20

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. Army Regulation 15-6, Procedures for Administrative Investigations and Boards of officers, 1 April 2016.

2. This policy establishes procedures for processing MEO 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, fitness, and potential in support of readiness. The goal of the MEO program is to create and sustain effective units by eliminating discriminatory behaviors or practices that undermine teamwork, mutual respect, loyalty, and shared sacrifice of the men and women of the Army. 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.

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 considered problem resolution or leadership actions; and 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.

*This policy supersedes SMDC-EO Policy No. 600-17, 16 December 2019.

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4. There are three types of complaints:

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


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.

c. Formal: A formal complaint is one that a complainant files in writing using a 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 the delay, the availability of witnesses, and whether a complete and fair inquiry or investigation can be conducted.

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

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

"SECURE THE HIGH GROUND"


DANIEL L. KARBLER
Lieutenant General, USA
Commanding

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