



AFVL-CG

REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, 32D ARMY AIR AND MISSILE DEFENSE COMMAND
111 PERSHING ROAD
FORT BLISS TEXAS 79916

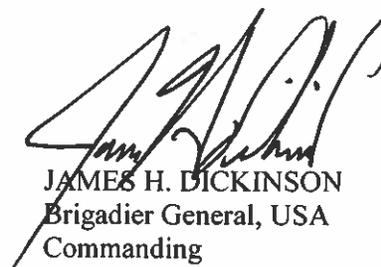
12 September 2012

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Complaint Processing Procedures (Policy Letter 1-4)

1. Reference: Army Regulation 600-20, Army Command Policy, Appendix D Rapid Action Revision, dated 04 August 2011; Fort Bliss Command Policy Letter #7, Equal Opportunity/Complaint Procedures Policy, 15 July 2011.
2. Soldiers, family members and DA civilians who believe they have been discriminated against because of race, color, gender, religion, or national origin have the right to file a complaint. They also have the right to a thorough and expedient investigation of their grievances. I want all Soldiers, family members and DA civilians to understand that their complaint will be taken seriously and addressed in a prompt and professional manner. **I will not tolerate any acts of reprisal, or attempts to suppress someone who wants to file a complaint.**
3. Should any Soldier, family member or civilian believe that he/she is a victim of discrimination or sexual harassment, he/she should immediately file a complaint. Informal complaints may be made through the chain of command, EO Leader, or SHARP Specialist. Although using the chain of command is strongly encouraged, it does not serve as the only channel available to the complainant. Formal complaints may be filed with unit EO Advisor for discrimination and the SHARP Specialist for sexual harassment. In addition civilian employees who believe they are victims of discrimination related to equal employment opportunity should contact the Installation Equal Employment Opportunity Office. At all times, personnel may contact the 32d AAMDC Equal Opportunity Advisor/SHARP Specialist at 915-309-2899. Complaint procedures with a list channels to lodge a complaint are described in AR 600-20.
4. 32d AAMDC units will process all complaints IAW AR 600-20 and the complaint procedures chart. Any commander or agency receiving an EO/sexual harassment complaint will immediately contact the unit EO Advisor or SHARP Specialist for assistance. Additionally, commanders will notify me within 72 hours of receipt of any formal complaint.
5. A copy of this memorandum with the complaint process chart will be posted on each bulletin board down to battalion level. Units will identify their installation EO hotline number on the posted chart.

“Swift and Sure!”



JAMES H. DICKINSON
Brigadier General, USA
Commanding

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