



EO COMPLAINT PROCEDURES (FORMAL/INFORMAL)

(This card is used to facilitate instruction, questions to ask – answers ETC... If the back is required – that's OK – but try to limit to one card for reference)

EO COMPLAINT PROCEDURES (FORMAL/INFORMAL)

1. Informal
 - a) Not in writing
 - b) Resolved at the lowest level
 - c) Requires no timeline
 - d) May use assistance of others
2. Formal
 - a) Filed on DA Form 7279-R
 - b) Must be filed within 60 calendar days of the incident
 - c) Follows a strict timeline
3. Commander's Responsibilities
 - a) Acknowledge receipt of the complaint
 - b) Initiate inquiry/investigation within 14 calendar days
 - c) Notify GCMCA within 3 calendar days

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- d) Provide feedback
- e) Render decision based on findings
 - a) Substantiated
 - b) Unsubstantiated
4. Unsubstantiated
 - a) Not enough or no evidence to support the complaint
 - b) Evidence found during the investigation disputes the complaint
5. Substantiated
 - a) Sufficient evidence to support the basis of the complaint
 - b) Sufficient evidence to support all or part of the allegation
6. Appeals Process
 - a) Submit in writing within 7 calendar days