



EO COMPLAINT PROCEDURES (FORMAL/INFORMAL)

TASK: Discuss EO complaint procedures for formal and informal complaints.

CONDITIONS: Discussion based training

STANDARDS: Understand the difference between each complaint and the basic process.

REFERENCE: AR 600-20 appendix D



EO COMPLAINT PROCEDURES (FORMAL/INFORMAL)

INFORMAL COMPLAINTS

- Are not in writing
- Resolved at the lowest level possible
- Requires no timeline suspense
- Informal process has good chance for success
- May use the assistance of others

FORMAL COMPLAINTS

- Filed on DA Form 7279-R
- Must be filed within 60 calendar days of the incident
- Follow a strict timeline



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COMMANDER'S RESPONSIBILITIES

- Acknowledge receipt of the complaint.
- Initiate inquiry / investigation within 14 calendar days.
- Notify General Courts Martial Convening Authority within 3 calendar days.
- Provide written feedback.
- Render decision based on investigation findings.
 - Substantiated
 - Unsubstantiated



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UNSUBSTANTIATED

- Not enough or no evidence to support the basis of the complaint.
- Evidence found during the inquiry/investigation thoroughly disputes the allegation.

SUBSTANTIATED

- Sufficient evidence to support the basis of the complaint.
- Sufficient evidence to support all or part of the allegation.

APPEALS PROCESS

- Submit in writing within 7 calendar days.