



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
16TH SPECIAL TROOPS BATTALION
UNIT 27503
APO AE 09139

AETS-SBB-CO

25 April 2012

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Battalion Commander's Policy Letter #3, Equal Opportunity Complaint Procedures

1. References

- a. AR 20-1 and USAREUR Supplement 1, Inspector General Activities and Procedures
- b. AR 600-20, Appendix D, Equal Opportunity Program Complaint Processing System

2. Purpose. The complaint process plays a major role in implementing the EO program. The chain of command must encourage Soldiers to use their chain of command to resolve grievances. Commanders, with the assistance of Officers and Non-Commissioned Officers, will ensure their Soldiers are fully aware of the procedures for obtaining redress of complaints, including those against the chain of command. The chain of command will treat all complaints as valid until proven otherwise, and the complainant will be kept informed of all actions taken.

3. Complaint Procedures. The commander or leader who receives the complaint should take the following actions:

- a. Take prompt action to resolve the complaint (within 48 hours).
- b. Use EO resources to assist in complaint resolution and to determine the validity of the complaint.
- c. If the complaint is against personnel in the unit other than the commander, action will be taken by the commander.
- d. If the complaint is against the unit commander, action will be taken by the battalion commander.
- e. The complainant's immediate commander will forward complaints involving housing discrimination to the Housing referral Office.
- f. Complaints of discrimination by off-post establishments will be directed by the complainant's immediate commander to the IMCOM-E USAG-Bamberg Equal Opportunity Advisor.
- g. In handling a complaint, the following must be included as part of the inquiry process:
 - (1) Interview. Interview the complaint, the accused, and any witness to the incident and document the results of the interview to include questions and answers.

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(2) Assess the incident. This is on a case- by- case basis. One needs to consider the behavior to determine if it is a case of discrimination or sexual harassment. Use all EO resources to assist in the complaint resolution, and to determine the validity of a specific complaint. If the circumstances involve physical contact, contact the BN SHARP Representative for further processing.

(3) Review Records. This is to determine if this type of incident has occurred in the past.

(4) Take necessary action. The type of action needs to fit the situation or violation of EO policies.

4. The complainant must be provided with feedback concerning his/her grievance within 14 working days. Complaints that cannot be resolved by the chain of command should be forwarded to the appropriate investigative body (ie. IG, JAG, or PMO) for further investigation.

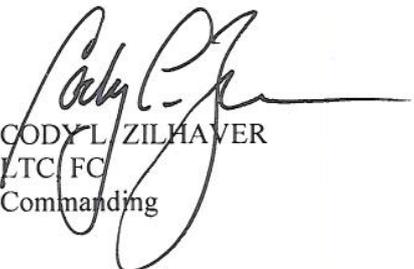
5. The Battalion Equal Opportunity Officer is available to commanders, staff, leaders, and Soldiers to assist in following and implementing the proper steps for resolving complaints. The Equal Opportunity Officer will utilize the chain of command to the maximum extent possible in resolving EO complaints/problems. The responsibility for processing complaints of a discriminatory nature, as outlined in AR 600-20, belongs to the commander.

6. In all instances, the chain of command is the primary channel through which complaints are resolved. With regard to EO grievances, the primary function for the EO staff is to ensure that the grievance is forwarded to the appropriate level in the chain of command, and that it is monitored and proper procedures are followed.

7. A copy of this policy letter will be posted on all unit bulletin boards.

8. The point of contact for this action is the undersigned at 469-7188.

9. ***ON POINT!***



CODY L. ZILHAVER
LTC/FC
Commanding

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504th BDE SIG CO
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