



DEPARTMENT OF THE ARMY
HEADQUARTERS, 12TH COMBAT AVIATION BRIGADE
ANSBACH ARMY HELIPORT, GERMANY
APO AE 09177-8710

REPLY TO
ATTENTION OF:

AETV-CAB

9 July 2013

MEMORANDUM FOR All 12th Combat Aviation Brigade (CAB) Military and Civilian Personnel

SUBJECT: 12th CAB Command Policy Letter 2, Processing Equal Opportunity (EO) Complaints

1. Reference AR 600-20, Army Command Policy.
2. The 12th CAB will strive to have an effective process for processing equal opportunity complaints. The following briefly describes this process.
3. Commanders of each unit are responsible to ensure timely resolution of all complaints.
4. Soldiers and Family members should immediately report unlawful discrimination or unfair treatment on the basis of race, color, religion, gender, or national origin to their chain of command, the Inspector General, chaplain, Provost Marshal, medical providers, Staff Judge Advocate, or the Equal Opportunity office. Leaders will not hinder personnel from using these channels to stop any perceived or real unlawful discrimination or unfair treatment.
5. Leaders will ensure individuals who feel they are being unfairly treated are permitted to file complaints without fear of reprisal or intimidation.
6. If any leader in a Soldier's chain of command receives an informal EO complaint the complaint must be briefed at a minimum to the Battalion level. Leaders should then try to solve the problems at the lowest level of the chain of command. If a Soldier in the chain of command submits a formal complaint, commanders must adhere to established investigative time limits and reporting procedures.
 - a. An informal complaint is any complaint a Soldier or Family member does not wish to file in writing. Informal complaints may be resolved directly by the individual with the help of other members of the unit and the chain of command. Although informal complaints are not subject to time suspense, battalion commanders must ensure they are resolved expeditiously and the complainant is back briefed on the resolution.
 - b. A formal complaint is filed in writing and the complainant swears to the accuracy of the information. Soldiers have 60 calendar days from the date of the alleged incident in which to file a formal EO complaint. If a complaint is received after 60 calendar days, it is the brigade commander's discretion whether to conduct an investigation into the allegations or appoint an investigating officer.

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c. Upon receipt of a formal EO complaint, the brigade commander or designated representative has three calendar days to send a report to the Commander, 7th Army Joint Multinational Training Command (the General Court-Martial Convening Authority, or GCMCA).

d. After receipt of a formal complaint the brigade commander or designated representative has 14 days in which to conduct an investigation, either personally or by appointing an investigating officer in accordance with AR 15-6. The brigade commander or designated representative will send a progress report to the GCMCA within 21 calendar days after the investigation's commencement, and every 14 calendar days thereafter until completion.

e. If extenuating circumstances make it impossible to conduct a complete investigation within 14 calendar days, brigade or battalion commanders may request an extension of not more than 30 calendar days from the next higher commander.

WINGS OF VICTORY!

A handwritten signature in blue ink, appearing to read 'V. H. TORZA', with a long horizontal flourish extending to the right.

VINCENT H. TORZA

COL, AV

Commanding