



DEPARTMENT OF THE ARMY
ADMINISTRATIVE ASSISTANT TO THE SECRETARY OF THE ARMY
105 ARMY PENTAGON
WASHINGTON DC 20310-0105

MEMORANDUM FOR All Headquarters, Department of the Army Personnel

SUBJECT: Headquarters, Department of the Army Alternative Dispute Resolution Policy

1. References.

a. Title 29, Code of Federal Regulations, section 1614.102 (Agency Program), paragraph (b)(2)

b. Army Regulation 690–600 (Equal Employment Opportunity Discrimination Complaints), 6 February 2025

2. Purpose. To provide, for all personnel, the organization's alternative dispute resolution (ADR) policy and procedures.

3. Applicability. This policy memorandum applies to all Headquarters, Department of the Army (HQDA), Army civilian employees (appropriated and non-appropriated fund), former employees, applicants for employment, and in limited cases certain contractor employees covered by Army Regulation 690–600.

4. Policy. HQDA supports the objectives of ADR for workplace issues and encourages individuals involved in employment disputes to seriously consider and avail themselves of the benefits of the Mediate Early and Negotiate Disputes (MEND) program. Participation in ADR is voluntary for the aggrieved or complainant and the appropriate official of the activity where the complaint arose.

5. Procedures.

a. Equal Employment Opportunity Commission regulations in reference 1a require agencies to establish or make available an ADR program at the informal and formal stages of the EEO process.

(1) Employees are encouraged to participate in the ADR process voluntarily to resolve matters involving EEO complaints at the lowest organizational level possible.

(2) Once an individual accepts ADR, managers/supervisors are required to participate in the ADR process unless to do so could undermine the integrity of the process. Issues regarding participation and the integrity of the process must be coordinated with the servicing legal office.

b. Pursuant to references 1a and 1b, the following guidance is provided for all HQDA activities:

(1) Workplace disputes interfere with mission accomplishment, create disharmony and distraction, and are time-consuming and expensive. To avoid or minimize the adverse impact of such disputes, HQDA has implemented an ADR program in conjunction with the EEO complaint process. The MEND program provides standard operating procedures to assist in resolving disputes.

(2) Maintaining a world-class workforce requires strategic efforts to tap into the intellectual capital of our global economy. HQDA seeks to resolve a variety of workplace conflicts in a prompt, impartial, confidential, nondiscriminatory, and constructive manner without fear of reprisal. ADR is a collective term for the ways that parties can amicably settle disputes with the help of a neutral third party. ADR is an informal, cost-effective conflict solution that allows the parties in the dispute to discuss and develop their own resolutions. HQDA's preferred method for ADR is facilitative mediation through the MEND program. Mediation is an informal meeting between parties that is conducted by an impartial third party, a mediator, who has no stake in the outcome of the dispute.

(3) The MEND program is designed to decrease the incidence of formal complaints, and supervisors and employees do not need to engage the EEO, or administrative grievance processes should they wish to access it.

6. Proponent. The proponent for this policy is the Equal Employment Opportunity Directorate. For more information on the ADR program contact the ADR MEND program mailbox: usarmy.belvoir.hqda.mesg.eeo-adr-submission-mbx@army.mil

MATTHEW SANNITO