



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 Equal Employment Opportunity Complaint Process

1. Reference. Army Regulation 690–600 (Equal Employment Opportunity Discrimination Complaints), 6 February 2025.
2. Purpose. To establish policy and procedures for filing an unlawful discrimination complaint. Army employees are protected from unlawful discrimination. Federal laws and Presidential Executive Orders designed to safeguard and cover Army employees and applicants for employment from discrimination and harassment based on race, color, religion, sex, national origin, age (40 or older), disability (physical and mental), genetic information (individual or family medical history), pregnancy, childbirth or related medical conditions, reprisal (for participation in protected EEO activity).
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 (AR) 690–600.
4. Policy. Current or former Army Civilian employees and applicants may initiate a complaint if they believe they have been discriminated against because of race, color, religion, sex, national origin, age (40 and over), physical/mental disability, genetic information, and/or reprisal in an employment matter, including Equal Pay Act complaints of discrimination. Alternatively, if designated in writing, an attorney or representative may file on the employee's behalf.
5. Procedures.
 - a. Before a formal complaint can be filed, the employee must present the matter(s) to an Equal Employment Opportunity (EEO) official for the purpose of seeking information on the process. If appropriate, a determination will be made as to the proper venue to use to address concerns, and an EEO counselor will be assigned. To comply with the timelines in the complaint process, the aggrieved employee or applicant must initiate contact with an EEO official within 45 calendar days of the action or practice alleged to be discriminatory. If the matter involves a personnel action, the aggrieved must present it within 45 calendar days from the effective date of that action and/or within 45 calendar days from the date the

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aggrieved became aware of the alleged discriminatory practice.

b. Mediation, an alternative dispute resolution (ADR) process, is a method by which an objective and impartial person (a trained mediator) facilitates communication between the aggrieved (or the complainant) and management to assist in resolving problems or disputes. HQDA will offer ADR to EEO claimants in accordance with AR 690-600. If mediation is successful, the aggrieved or the complainant and the other participants will sign a written negotiated settlement agreement. If mediation is not successful, or if some issues remain unresolved after mediation, the aggrieved will be given a Notice of Right to File a Formal Complaint of Discrimination.

c. The EEO counselor's role is to conduct a limited inquiry into the employee's (aggrieved) allegations, and, if possible, help the parties find a resolution. If the parties do not reach a resolution, the aggrieved must file a formal complaint within 15 calendar days from the date of receipt of the Notice of Right to File a Formal Complaint of Discrimination. The complaint must contain a statement signed by the complainant or the complainant's attorney, identifying the basis(es) of the complaint, and describing detailed actions, practices, or issues giving rise to the complaint.

d. All Army personnel, civilian and military, will fully cooperate with and support EEO counselors in the performance of their duties. The EEO counselor will be free from restraint, interference, harassment, coercion, discrimination, or reprisal in connection with the performance of counselor duties.

e. HQDA is dedicated to the principle that people are the organization's most valuable assets and they are entitled to work in an environment free of discrimination. The position of HQDA is to protect the integrity of the EEO process and preserve the rights of the individual.

6. Proponent. The proponent for this policy is the Directorate of Equal Employment Opportunity. For more information on the discrimination complaint process or to discuss an equal employment opportunity issue, contact the directorate at usarmy.belvoir.hqda-eeo.mesg.complaints-submission@army.mil or (703) 545-1255.

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