



OFFICE OF THE SUPERINTENDENT  
UNITED STATES MILITARY ACADEMY  
WEST POINT, NEW YORK 10996-5000

JUN 27 2022

MASP

MEMORANDUM FOR All Personnel Assigned to the West Point Military Reservation

SUBJECT: Command Policy Letter #5 – USMA Military Equal Opportunity Complaint Procedures

1. PURPOSE. To establish the United States Military Academy (USMA) at West Point Procedures for Military Equal Opportunity

2. REFERENCES.

a. Department of Defense Instruction (DoDI) 1020.03 (Harassment Prevention and Response in the Armed Forces).

b. DoDI 1350.02 (DoD Military Equal Opportunity Program).

c. Department of Defense Directive (DoDD) 1020.02E (Diversity Management and Equal Opportunity in the DoD).

d. Army Regulation (AR) 600-20 (Army Command Policy).

e. Command Policy Letter #4 – USMA Military Equal Opportunity (EO) Policy.

f. Command Policy Letter #2 – USMA Treatment of Persons.

3. APPLICABILITY. This policy applies to all personnel assigned or attached to the West Point Military Reservation and USMA, including tenant units.

4. DEFINITIONS.

a. Equal Opportunity: the right of all persons to participate in, and benefit from, programs and activities for which they are qualified. These programs and activities will be free from social, personal, or institutional barriers that prevent people from rising to the highest level of responsibility possible. Persons will be evaluated only on individual merit, performance, and potential, regardless of race, color, sex (including gender identity), national origin, religion, or sexual orientation except as prescribed by statute, or other Service policy (AR 600-20, Glossary).

b. Discrimination: the act, policy, or procedure that arbitrarily denies EO or Equal Employment Opportunity (EEO) because of race, color, sex (including gender identity),

MASP

SUBJECT: Command Policy Letter #5 – USMA Military Equal Opportunity Complaint Procedures

national origin, religion, or sexual orientation to an individual or group of individuals (AR 600-20, Glossary).

c. Harassment:

(1) Hazing: A form of harassment that includes conduct through which Service members or DA Civilian employees (who haze Servicemembers), without a proper military authority or other governmental purpose but with a nexus to military service, physically or psychologically injures or creates a risk of physical or psychological injury to Service Members for the purpose of: initiation into, admission into, affiliation with, change in status or position within, or a conditions for continued membership in any military or DA Civilian organization. Hazing can be conducted through the use of electronic devices or communications, and by other means including social media, as well as in person (AR 600-20, para 4-19).

(2) Bullying: A form of harassment that includes acts of aggression by Service members or DA Civilian employees, with a nexus to military service, with the intent of harming a Service member either physically or psychologically, without proper military authority or other governmental purpose. Bullying is the exposure of an individual or group to physical and/or emotional aggression with the intent to cause distress or harm. Bullying may involve the singling out of an individual from his or her coworkers, or unit, for ridicule because he or she is considered different or weak. It often is indirect or subtle in nature and involves an imbalance of power between the aggressor and the victim. Bullying can be conducted through the use of electronic devices or communications, and by other means including social media, as well as in person (AR 600-20, para 4-19).

5. POLICY. Any Cadet, Service member, or Family member who believes someone treated them unjustly based on race, color, sex (including gender identity), national origin, religion, or sexual orientation, has the right to file a complaint free from threat of intimidation, retaliation, or reprisal. Our Cadets, Service members, and Families have the right to a thorough and expedited investigation of their grievances when they perceive an injustice or incident of unfair treatment.

6. PROCEDURES. USMA will process all complaints of unlawful discrimination in accordance with AR 600-20, Chapter 6. All leaders will ensure that our Cadets, Service members, and Families are fully aware of the procedures to have their complaint addressed. There are three types of complaints: anonymous, informal, and formal.

a. Anonymous Complaint: Complaints where the complainant remains unidentified may be handled as either an informal or formal complaint and entered in MEO database as such. The commander will determine if sufficient information is provided to proceed as either an informal or formal complaint (AR 600-20, para 6-6).

b. Informal Complaint: An informal complaint is one that a Cadet, Service member, or Family member does not wish to file in writing on a DA Form 7279. Informal complaints

MASP

SUBJECT: Command Policy Letter #5 – USMA Military Equal Opportunity Complaint Procedures

may be resolved directly by the complainant addressing the offending party, a peer, or another person in or outside the complainant's chain of command or NCO chain of command, or the MEO professional (AR 600-20, para 6-6).

c. Formal Complaint: A formal complaint is one that a complainant files in writing using a DA Form 7279 and swears to the accuracy of the information. Formal complaints require specific actions, are subject to timelines, and require documentation of the actions taken (AR 600-20, para 6-6).

7. RESPONSIBILITIES. The chain of command has the primary responsibility for processing complaints of discrimination. Although we encourage using the chain of command, it will not serve as the only channel available to the complainant. Should the complainant feel uncomfortable in filing a complaint with his or her chain of command, or should the complaint be against a member of the chain of command, alternate channels are available. The complainant may choose to address it with someone in a higher echelon of the complainant's chain of command, the Military Equal Opportunity Advisor, Inspector General, Chaplain, Provost Marshal, medical agency personnel, Staff Judge Advocate, or the Chief, Community Housing Referral/Relocation Service Office.

a. Equal Opportunity Leaders will document informal complaints on a Memorandum for Record and forward a copy to their respective Military Equal Opportunity Advisor.

b. Military Equal Opportunity Advisors assigned to West Point will record all informal complaints and formal complaints as required by AR 600-20 and higher headquarters.

8. EXPIRATION. This policy is in effect until superseded or rescinded.

9. PROPONENT. The proponent of this command policy is the USMA EO Office, (845) 938-6745/4376.



STEVEN W. GILLAND  
Lieutenant General, U.S. Army  
Superintendent