



DEPARTMENT OF THE ARMY
UNITED STATES ARMY JAPAN
UNIT 45005
APO AP 96343-5005

AMIM-JNG-EE (690-12a)

07 AUG 2024

COMMAND POLICY MEMORANDUM 24-12

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SUBJECT: Alternative Dispute Resolution Program

1. I strongly encourage and support the use of the Alternative Dispute Resolution (ADR) program to resolve Equal Employment Opportunity (EEO) complaints in a timely and efficient manner. The ADR is used to assist parties in reaching an amicable resolution, avoiding the cost, delay, and unpredictability of the traditional adjudicatory processes. The ADR also enhances workplace communication, productivity, and harmonious work relationships. It is the policy of the Army to resolve employee/management disputes quickly and at the lowest organizational level possible.

2. The preferred method of ADR throughout the U.S. Army is facilitated mediations with a certified mediator. Mediation is a voluntary and confidential process where a neutral third party (mediator) assists participants in resolving their dispute. U.S. Army Japan leaders will implement and sustain a viable ADR program. The ADR program must be fair and conform to the following core principles:

a. **Voluntariness.** Parties must enter into mediation knowingly and voluntarily. Participation in ADR is voluntary for the aggrieved. Supervisors and managers must be aware they have an affirmative duty to cooperate in an ADR process once the decision is made to offer ADR and the employee accepts the offer.

b. **Neutrality.** The ADR mediator must not have any official, financial, or personal interest in the disputed issue or in the outcome of the dispute.

c. **Enforceability.** Each management official designated to represent the agency in the ADR process will have the authority to resolve the matter (settlement authority). If a resolution is achieved, the terms of the resolution will be set forth in a written negotiated settlement agreement that is binding for both parties.

3. Department of the Army (DA) Civilian personnel may submit a request for conflict resolution services to the EEO office to resolve non-EEO work related issues when these issues adversely affect an organization's mission accomplishment or morale. However, the EEO manager will review non-EEO related issues and determine whether the claim is one that could be resolved through the ADR process.

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4. This policy will be brought to the attention of all personnel and a copy of this memorandum will be posted on the EEO website and on all primary bulletin boards.
5. This memorandum supersedes Command Policy Memorandum 21-12, 7 September 2021.
6. Your primary point of contact for this policy is the U.S. Army Garrison Japan, EEO Office. They can be reached at 263-7182/3792.


DAVID B. WOMACK
MG, USA
Commanding

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