



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

APAJ-CME (600-20a-2)

27 JAN 2025

COMMAND POLICY MEMORANDUM 24-15

FOR SEE DISTRIBUTION

SUBJECT: U.S. Army Japan (USARJ) Military Equal Opportunity (MEO) Program and Complaint Procedures

1. REFERENCES.

- a. Army Regulation (AR), 600-20, Army Command Policy, 24 July 2020
- b. United States Army Pacific Military Equal Opportunity - Policy Memorandum 21-04

2. Records Management. All records created as a result of this policy will be managed in accordance with AR 25-400-2, Army Records Management Program and the USARPAC Records Management Program Policy Memorandum #23-01.

3. PURPOSE. To provide policy guidance on the USARJ MEO Program and Complaint Procedures.

4. Applicability. This policy applies to all Soldiers assigned or attached to USARJ. Department of Army (DA) Civilians are protected and covered under the Equal Employment Opportunity (EEO) policy.

5. POLICY.

a. The MEO Program formulates, directs, and sustains a comprehensive effort to maximize human potential and to ensure fair treatment for all Soldiers based solely on merit, performance, and potential in support of readiness. It is designed to ensure all servicemembers are treated with dignity and respect and to protect them from unlawful discrimination. Discrimination occurs when someone, or a group of people, is harassed, intimidated, insulted, humiliated, or is treated less favorably than another person or group because of their race, color, religion, sex (to include gender identity), national origin, religion, or sexual orientation. It includes use of disparaging terms with respect to a person's race, color, sex (to include gender identity), national origin, religion, or sexual orientation.

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b. People are our greatest resource, and my leadership teams will create an environment where everyone is treated with dignity and respect. I expect leaders to build and maintain cohesive teams focused on accomplishing the mission. Additionally, I expect my leaders to foster and maintain positive command climates and take immediate action to resolve complaints of discrimination and harassment. Our ability to accomplish our mission is dependent on the readiness of every member of this team, both Military and Civilian, and on maximizing their contributions to the unit's efforts by making the most of their individual skills. My command is committed to fostering an environment that builds strength and promotes equal opportunity for all.

c. Army Heritage Month celebrations occur annually during the month of June to promote the Army Values, unit cohesion, teamwork, and esprit de corps, as well as fostering a culture of equity and inclusion. Commanders will support all personnel desiring to participate in the Army Heritage Month activities by providing a reasonable opportunity to participate. If you wish to participate in the Army Heritage Month you should contact your local MEO Office.

6. You are encouraged to file a report without fear of reprisal or retaliation. Any act of reprisal, retaliation, or attempts to discourage the filing of an MEO complaint is prohibited and not tolerated in this Command. Complainants and victims will be protected from acts of, or threats of, reprisal and/or retaliation. Reprisal includes, but is not limited to, taking or threatening to take an unfavorable personnel action, withholding or threatening to withhold a favorable personnel action, or any other act of retaliation against:

- a. a Soldier or Family member for making or preparing a formal MEO complaint.
- b. a DA Civilian for engaging in activity in opposition to perceived discrimination.
- c. an alleged subject under investigation.

7. Complaint Process. The complaint processing system addresses complaints that allege unlawful discrimination based on race, color, sex (to include gender identity and pregnancy), national origin, religion, or sexual orientation and harassment, including bullying, hazing, and other discriminatory harassment. Attempts should be made to resolve concerns at the lowest possible level within an organization. However, sometimes lower-level resolutions fail, situations escalate, or the act is too malicious for lower types of resolution and require the use of the complaints process.



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8. The phone number for the USARJ MEO and Harassment anonymous hotline is 080-2184-6390. The hotline provides 24/7 information on MEO Harassment policies and procedures on how and where to file complaints. The hotline is an additional avenue for Soldiers to anonymously report incidents of MEO violations and harassment.

a. There are three types of complaints:

(1) Anonymous. Complaints where the complainant remains unidentified and may be handled as either an informal or a formal complaint and entered in the MEO database, as such. The commander will determine if sufficient information is provided to proceed as either an informal or formal complaint. Actions taken regarding anonymous complaints will depend on the extent of information provided.

(2) Informal. An informal complaint is one that a Soldier or Family member does not wish to file in writing on a DA Form 7279. Informal complaints 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.

(3) Formal. A formal complaint is one that a complainant files in writing using a DA Form 7279 and swears to the accuracy of the information. MEO professionals or Commanders may receive MEO and harassment complaints. MEO professionals may include the following personnel: MEO Program Manager, MEO Advisor, and/or MEO Sergeant Major. EO Leaders may not receive complaints. Formal complaints require specific actions, which are subject to specific timelines and require documentation of the actions taken. Soldiers have 60 calendar days from the date of the alleged incident in which to file a formal complaint. This time limit is established to set reasonable parameters for the inquiry or investigation and resolution of complaints, to include ensuring the availability of witnesses, accurate recollection of events, and timely resolution or remedial action. If a complaint is received after 60 calendar days, the Commander may conduct an investigation into the allegations or appoint an Investigating Officer.

b. Concerns raised and/or resolved outside of the complaint processing system are considered problem resolution or leadership actions and are not considered MEO or harassment complaints.

c. Incidents involving allegations of criminal behavior (that is, violations of the Uniform Code of Military Justice) will be reported or referred to law enforcement.

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9. Expiration Date. This policy is effective immediately and supersedes all previous Equal Opportunity policies.

10. Proponent. The USARJ MEO Office is the proponent staff agency for this policy memorandum. Questions concerning this policy should be directed to the USARJ MEO Office at (315) 263-8630.

  
DAVID B. WOMACK  
MG, USA  
Commanding

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