

Informal Complaints

The informal complaint process attempts to resolve issues at the lowest level possible. There is no time limit for filing an informal complaint. To resolve complaints informally individuals may elect to utilize their chain of command, orally address or prepare a written correspondence to the alleged offender, request intervention, or opt for facilitation led by the Alternative Dispute Resolution team.

Formal Complaints

The formal complaint process allows the EO office to conduct a complaint clarification and determine if there is an EO violation based on the preponderance of credible evidence. The complaint clarification process includes interviewing or taking statements from persons who may have information relevant to the complaint and gathering data from records or reports. To file a formal complaint, you must contact the EO office within 60 days of the alleged offense or when you became aware of the alleged offense.

Sexual Harassment Complaints

If a first line supervisor or management official is made aware of a sexual harassment allegation, they must notify the unit commander. Failure to do so can result in disciplinary action.

If a complainant contacts the EO office alleging sexual harassment, they may elect to file an informal or formal report. Facilitation is not an option for addressing sexual harassment allegations. An investigating officer will be appointed to investigate all informal complaints of sexual harassment.

Restricted and Non Restricted reporting options **DO NOT** apply to sexual harassment allegations.

Your Responsibilities

- Confront inappropriate behavior
- Set a positive example on/off duty
- Utilize your chain of command to resolve issues at the lowest level
- Clarify perception vs. fact
- Notify the EO office of any EO violations within specified timeline

Frequently Asked Questions

Who may file a MEO complaint?

Service members, their dependents and retirees.

Does the EO office have confidentiality?

No, EO personnel are mandatory reporters and must inform commanders of ANY issues that may adversely affect military members' behavior, health, duty performance or the mission.

Do I have to utilize my chain of command before speaking with the EO office?

No. utilizing your chain of command is highly encouraged but not mandatory.

I feel that I have been discriminated against but I am not 100% sure . Can the EO office assist me?

Yes. A complaint clarification will allow the EO office to determine if an EO violation has occurred based upon the preponderance of credible evidence.

Whose responsibility is it to eradicate unlawful discrimination, and harassment (bullying, hazing, and sexual)?

Everyone's!

78 ABW Military Equal Opportunity Program



Robins Air Force Base
706 Ninth Street
Bldg. 936
Robins AFB, GA 31098

Mon-Fri 0800-1600

Closed on Family Days & Federal Holidays

DSN: 468-2131
COMM: (478) 926-2131

Program Overview

It is the policy of the United States Government, the Department of Defense, and the Air Force not to condone or tolerate unlawful discrimination or harassment of any kind. This zero-tolerance policy ensures that once unlawful discrimination or harassment is alleged, immediate and appropriate action is taken to investigate, resolve the allegations, and ensure the unlawful behavior is stopped.

Equal Opportunity Office Areas of Responsibility

Discrimination: Any unlawful action that denies equal opportunity to a person or group based on a protected class.

Harassment: Unwelcome behavior that creates an intimidating or hostile working environment for another person.

Hazing: Conduct that physically or psychologically injures or creates a risk of injury without a proper military or governmental purpose for the initiation into, admission into, affiliation with, change in status or position within, or a condition for continued membership in any military or DoD civilian organization.

Bullying: Acts of aggression with the intent of physically or psychological harm without proper military or other governmental purposes. Bullying can be conducted through many channels such as electronic devices, electronic communications, in person, or social media.

Sexual Harassment: Conduct that involves unwelcome sexual advances, requests for sexual favors, and or deliberate or repeated offensive comments or gestures of a sexual nature when...

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment (**quid pro quo**)
- Submission to or rejection of such conduct by an individual is used as a basis for career or employment decisions affecting such individual, or (**quid pro quo**)
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile, or offensive work environment (**hostile environment**).



Protected Categories

National Origin: Unequal treatment due to an individual's ancestry, physical, cultural, or linguistic characteristics.

Race: Unequal treatment due to unalterable characteristics; physical features indigenous to their race.

Color: Unequal treatment due to lightness/darkness of an individual's skin.

Religion: Unequal treatment due to person's religious beliefs.

Sex: Unequal treatment due to someone's gender or sexual orientation.

Pregnancy: Unequal treatment due to pregnancy, childbirth, or a medical condition related to pregnancy or childbirth.

Gender Identity - An individual's internal or personal sense of gender, which may or may not match the individual's biological sex.

Facilitation

Facilitation is a method of alternative dispute resolution which enables people in conflict an opportunity to reach a mutually agreeable solution to their problem(s) with the assistance of a neutral party. Facilitators are not judges. They make no decisions for the parties. A facilitator helps parties realize and explain their needs, clarify issues, explore solutions and negotiate an agreement. The purpose of facilitation is to help parties find a solution that will work for them. 5