

COMPLAINT PROCEDURES

1. An EO complaint is a report of conduct that is known or suspected to be **discriminatory** in nature, based on race, color, religion, gender (to include sexual harassment), age, or national origin.
2. An EO complaint can be made orally, in writing, or both. Regardless of who initially receives the complaint, it must be forwarded to the proper authority (normally the immediate Commanding Officer of the offending person).
3. A **formal complaint** is any complaint or allegation of discrimination on the basis of race, color, ethnic background, religion, gender, age, national origin or any other form of discrimination, to include sexual harassment, received as a result of:
 - a. **Request Mast**. This is the **preferred method** for an individual to file a complaint of discrimination with any CO in the Chain of Command up to the individual's Commanding General. The request mast will be conducted at the earliest reasonable time, no more than 1 working day delay at each command level, after the initial submission, whenever practical. MCO 1700.23E, Request Mast, provides specific guidance for the Request Mast Program.
 - b. **Article 138, UCMJ Complaint**. A Marine or Sailor who alleges wrong(s) committed by the CO may file a complaint under Article 138, UCMJ. The Commander should consult with the Staff Judge Advocate (SJA) when processing a complaint under Article 138.
 - c. **Redress of Wrong(s) Committed by a Superior**. A Marine or Sailor may also file a complaint against any other superior, in rank or command, who

the service member believes committed a wrongdoing (USNAVREGS, Art 1150). The commander should consult with the Staff Judge Advocate (SJA) when processing a complaint under Article 1150, USNAVREGS.

- d. **Communications with Inspectors General**. As an alternative to the normal Chain of Command, DoN military and civilian personnel may lodge complaints and provide facts to the local Command Inspector or to representatives of the Deputy Naval Inspector General for Marine Corps Matters/Inspector General of the Marine Corps (DNIGMC), DSN **224-1348/49** or commercial **(703) 614-1348/49**, without fear of reprisals, concerning violations of laws, rules and regulations; fraud, waste, or inefficiency; abuse of authority; or other misconduct.
- e. **Individual Communications with Congress**. Marines and Sailors may write an individual letter to members of congress at anytime concerning EO issues.

- 4. An **informal complaint** is any complaint or allegation of discrimination on the basis of race, color, ethnic background, religion, gender, age, national origin or any other form of discrimination, to include sexual harassment **which are not criminal in nature**. Depending on the severity of the behavior, the CO can recommend that the individuals involved attempt to use the Informal Resolution System to resolve their conflict. The Informal Resolution System works in the following manner:

5. **Direct Approach**. By either approaching the offending party in person tactfully pinpointing the behavior that is offending, asking the person to cease the behavior or in writing.

- a. **Informal Third Party**. Requesting assistance from a another person to intervene on your behalf to help resolve the conflict. This person is normally a friend or co-worker.

This authority will not be abdicated.

- b. Upon **final resolution of the complaint**, a final DASH Report must be submitted to the CMC (MPE) with the case disposition/resolution via the command's EOA.