

training will be determined by command policy. All Army training should stress the Army policy to seek informal resolution at the earliest possible stage of complaint.

§ 588.8 Venue.

EEO complaints will generally be processed at the activity where the alleged discrimination occurred. The complaint may be processed at a different location designated by the MACOM EEO officer if processing is impractical at the activity where the alleged discrimination occurred. (See §§ 588.9 and 588.69)

§ 588.9 Complaints involving the Secretary of the Army or officials of the Office of the Secretary of the Army.

(a) Precomplaint counseling that involves official at the Secretary of the Army level will be coordinated with the EEO officer, Office of the Secretary of the Army, regardless of where in the Army the counseling may arise. The EEO officer at the activity where the aggrieved person is employed or has applied for employment will be responsible for ensuring that local counseling is conducted in accord with §§ 588.13 and 588.32. The coordination will be accomplished before the activity EEO counselor conducts the final interview. Coordination may be on an informal basis using the most expeditious means of communication.

(b) Formal complaints that involve actions taken by the Secretary of the Army or an official of the Office of the Secretary of the Army will be forwarded for acceptance and processing to the EEO officer, Office of the Secretary of the Army, regardless of where in the Army they arise. The activity EEO officer will issue a letter to the complainant acknowledging receipt of the complaint and informing the complainant of the referral to the Office of the Secretary of the Army. The letter must state that such acknowledgment does not constitute acceptance of the complaint. The activity EEO officer must forward to the EEO officer, Office of the Secretary of the Army, the following documents:

- (1) The complaint.

- (2) A copy of the acknowledgment or receipt.

- (3) A recommendation as to the acceptance or rejection of the complaint, along with an analysis in support of the recommendation.

- (4) A copy of the EEO counselor's report.

§ 588.10 Complaints involving the Chief of Staff, Army; MACOM commanders; officials of the Army Staff; and its Staff support or field operating agencies.

(a) Precomplaint counseling that involves the Chief of Staff, Army; MACOM commanders; official of the Army Staff; or its Staff support and field operating agencies (unless these activities have been designated to be serviced by an EEO officer other than the EEO officer for the Military District of Washington (MDW), will be coordinated with the EEO officer for MDW regardless of where in the Army the counseling may arise. The EEO officer at the activity where the aggrieved person is employed, or has applied for employment, will be responsible for ensuring that local counseling is conducted in accord with §§ 588.13 and 588.32, and that the required coordination is accomplished before the activity EEO counselor conducts the final interview. Coordination may be on an informal basis using the most expeditious means of communication.

(b) Formal complaints that involve actions actually taken by the Chief of Staff, Army; MACOM commanders; officials of the Army Staff; or its Staff support and field operating agencies (unless these activities have been designated to be serviced by an EEO officer other than the MDW EEO officer), will be forwarded for acceptance and processing to the MDW EEO officer, regardless of where in the Army the counseling may arise. The letter must state that such acknowledgment does not constitute acceptance of the complaint. The Activity EEO officer must forward to the EEO officer, MDW, the following documents:

- (1) The complaint.
- (2) A copy of the acknowledgment or receipt.
- (3) A recommendation as to the acceptance or rejection of the complaint.