

EEO Complaint Program

The mission of the Equal Employment Opportunity Program is to manage the Commander's EEO program to eliminate unlawful employment discrimination. EEO provides quality program, management services and promotes a diverse workforce founded upon equality of opportunity. It is the EEO Office's vision to have a workplace where people trust that they will be treated fairly and empowered to achieve their best. Managers and supervisors who make decisions about hiring, training, performance, promotions or work assignments must implement EEO as an integral part of personnel management.

Management's Role in the EEO Complaint Process

- Cooperate with the EEO counselor, investigator and the EEO staff
- Seek early and reasonable resolution
- Take immediate corrective action as required
- Keep your reactions under control – do not overreact
- Keep complaints confidential
- Do not retaliate

Civilian Equal Employment Opportunity (EEO) Policy

Equal Employment Opportunity is the law and an essential element of good leadership. Managers and supervisors are encouraged to demonstrate the same dedication and involvement in achieving Department of the Army EEO goals, as they have displayed in accomplishing other missions and objectives.

You are welcome to consult EEO personnel when making employment decisions in the recruitment, selection, training, promotion, discipline, awarding or retention of civilian employees. The EEO staff is responsible for advising and assisting you in implementing and supporting the principles and objectives of the EEO program. When issues or systemic problems are identified, the goal of the EEO office is always to seek resolution at the lowest possible level of the chain of command.

Civilian employees or applicants who perceive they are victims of discrimination assume responsibility to voice their opposition to these behaviors and to report incidents promptly to their chain of command or the EEO office. Complaints will be quickly and thoroughly investigated, ensuring the rights of both the victim and the accused are protected.

Who May File a Complaint

A U.S. civilian employee, former employee, or applicant for employment who believes he or she has been discriminated against in an employment matter may file complaints of discrimination on one or more of the following bases:

- Race
- Color
- Religion
- National Origin
- Sex, including sexual harassment
- Age (40 and over)
- Disability (physical or mental)
- Reprisal for previous EEO protected activities or opposition to an unlawful employment practices under 29 CFR

In lieu of the individual complaints process for age complaints, the complainant may elect to serve the Equal Employment Commission with notice of intent to file a civil action and after 30 days proceed directly into Federal Court.

Where to File a Complaint

U.S. Army Garrison – White Sands Missile Range EEO Office
Building 124, Room 233, Crozier Street
EEO Office (ATTN: IMWE-WSM-EE)
White Sands Missile Range, NM 88002-5000

Phone Number: (575) 678-1291, (DSN 258)

Fax Number: (575) 678-1578, (DSN258)

How to File a Complaint

Pre-Complaint: Individual and Class Action complaints must first be presented to an EEO Official within 45 calendar days from the matter alleged to be discriminatory, or in the case of a personnel action, within 45 days of its effective date. At the pre-complaint stage individuals may choose between participation in an alternative dispute resolution (ADR) process or traditional counseling. The form of ADR used in the Department of Army is mediation. If ADR is elected the EEO staff will schedule the mediation and the mediation will be completed within 90 calendar days of the initial contact with the EEO Office. If traditional counseling is elected an EEO counselor will be assigned within 3 calendar days and counseling will be completed within 30 calendar days of the initial contact with the EEO office. If resolution at the pre-complaint stage is not attained then the individual will be issued a Notice of Right to File a Formal Complaint (NRF) letter with their rights to pursue the matter as a formal complaint.

Formal Complaint: If the individual elects to pursue the matter as a formal complaint. The individual should submit their formal complaint in writing to the White Sands EEO office.