



OREGON MILITARY DEPARTMENT
JOINT FORCE HEADQUARTERS, OREGON NATIONAL GUARD
OFFICE OF THE ADJUTANT GENERAL
1776 MILITIA WAY
P.O. BOX 14350
SALEM, OREGON 97309-5047

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MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy Memorandum #144 (Army), Complaints Against Military Personnel

1. This policy outlines unit commander requirements when in receipt of a complaint against military personnel.
2. As outlined in AR 600-20, Army Command Policy, paragraph 5-8, commanders are expected to address all matters of complaints. Commanders will:
 - a. Acknowledge and/or document all complaints in writing. Inquire into the matter presented and attempt a resolution.
 - b. Seek, if necessary, assistance from the staff proponent with close ties to the complaint, e.g., promotion matters to J1, mobilization to J3, etc. Staff Directors are to act expeditiously.
 - c. When warranted, the complaint will be investigated and proper action will be taken. If the commander believes the complaint does not warrant an investigation, the commander will document this decision and inform the complainant of this decision.
 - d. When the complaint is resolved, provide the complainant an explanation of the resolution as it pertains to him.
3. Commanders are accountable for providing prompt resolution of complaints. It creates a positive command climate that fosters confidence, trust, and understanding.
4. The Staff Judge Advocate and the Inspector General can provide guidance and assistance when resolving these complaints. They can be reached at 503-584-3571 for the Staff Judge Advocate or 503-584-3920 for the Inspector General.

RAYMOND F. REES
Major General
The Adjutant General