



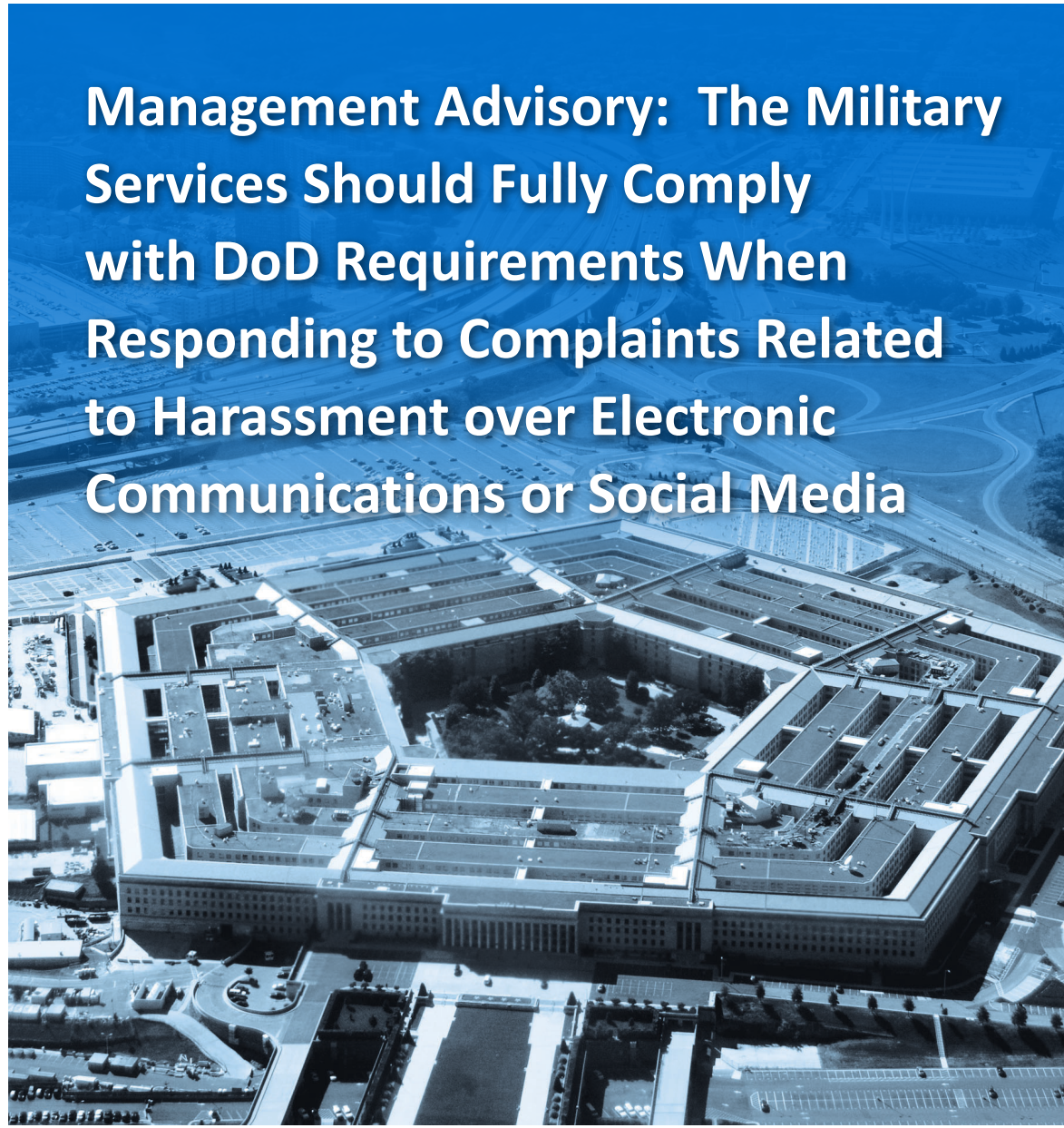
INSPECTOR GENERAL

U.S. Department of Defense

MAY 22, 2025



Management Advisory: The Military Services Should Fully Comply with DoD Requirements When Responding to Complaints Related to Harassment over Electronic Communications or Social Media







OFFICE OF INSPECTOR GENERAL
DEPARTMENT OF DEFENSE
4800 MARK CENTER DRIVE
ALEXANDRIA, VIRGINIA 22350-1500

May 22, 2025

MEMORANDUM FOR UNDER SECRETARY OF DEFENSE FOR PERSONNEL AND READINESS
AUDITOR GENERAL, DEPARTMENT OF THE ARMY
AUDITOR GENERAL, DEPARTMENT OF THE NAVY
AUDITOR GENERAL, DEPARTMENT OF THE AIR FORCE

SUBJECT: Management Advisory: The Military Services Should Fully Comply with DoD Requirements When Responding to Complaints Related to Harassment over Electronic Communications or Social Media (Report No. DODIG-2025-104)

This final management advisory provides the results of the DoD Office of Inspector General's "Evaluation of the Military Services' Response to Complaints Related to Harassment Over Electronic Communications or Social Media." We previously provided copies of the draft management advisory and requested written comments on the recommendations. We considered management's comments on the draft management advisory when preparing the final advisory. Based on the management comments received, we revised Recommendation 2 and added two additional recommendations. We also revised Recommendations 1 through 3 to add "justification" as an option. The management comments are included in this advisory. Additionally, based on exit conference discussions with Military Service officials we added Recommendation 5 for implementation by the Under Secretary of Defense for Personal and Readiness. This advisory includes five recommendations: one is unresolved, two are resolved and open, and two are closed.

We conducted this evaluation from May 2024 through March 2025 in accordance with the "Quality Standards for Inspection and Evaluation," published in December 2020 by the Council of the Inspectors General on Integrity and Efficiency. The objective of our evaluation was to assess the effectiveness with which the Military Services responded to complaints related to harassment over electronic communications or social media, in accordance with DoD Instruction (DoDI) 1020.03.¹

Harassment jeopardizes combat readiness and mission accomplishment, weakens trust within the ranks, and erodes unit cohesion. Harassment over electronic communications or social media could constitute violations of specific articles of chapter 47 of title 10, United States Code, also referred to as the "Uniform Code of Military Justice;" DoDI 1020.03; or Service-specific policy.

¹ DoDI 1020.03, "Harassment Prevention and Response in the Armed Forces," February 8, 2018 (Incorporating Change 2, December 20, 2022). The Office of the Under Secretary of Defense for Personnel and Readiness updated DoDI 1020.03 with Change 3, effective January 17, 2025, superseding Change 2.

In addition, DoDI 1020.03, section 5.1, identifies procedures and requirements that Military Service commanders and supervisors must follow when responding to harassment complaints. Specifically, section 5.1 requires commanders and supervisors to:

- inform Service members of available reporting options and procedures;
- advise Service members of available support resources;
- respond to and, as appropriate, investigate all harassment complaints as identified in DoDI 1020.03, section 4, “Procedures and Requirements for Processing Harassment Complaints from Service Members;”
- follow additional procedures and comply with requirements set forth in Component-specific policies and guidance;²
- follow the procedures in the Retaliation Prevention and Response Strategy Implementation Plan if the complainant alleges sexual harassment and retaliation;³
- take appropriate disciplinary or administrative action when a complaint is substantiated; and
- determine whether a climate assessment is warranted or additional unit training is required.⁴

The Military Services reported to the DoD Office for Civil Rights and Equal Opportunity Policy a total of 932 complaints related to harassment over electronic communications or social media from October 2021 to September 2023. Of the 932 complaints, we selected a nonstatistical sample of 186 harassment complaints by selecting complaints describing different types of harassment (bullying, stalking, or sexual harassment) and different final determinations by the commander (substantiated, dismissed, or unsubstantiated). However, we adjusted the number of complaints reviewed to 117 to reflect the number of complaints supported by the documentation provided by the Military Services.⁵ The 117 harassment complaints were processed by the Army, the Marine Corps, the Navy, and the Air Force or Space Force.⁶

² Component-specific policies applicable to the time frame of the complaints evaluated include Army Regulation 600-20, “Personnel-General: Army Command Policy,” July 24, 2020; Marine Corps Order 5354.1F, “Marine Corps Prohibited Activities and Conduct Prevention and Response Policy,” April 20, 2021; Office of Chief of Naval Operations Instruction 5354.1H, “Navy Harassment Prevention and Military Equal Opportunity Program Manual,” November 3, 2021; and Department of the Air Force Instruction 36-2710, “Equal Opportunity Program,” September 30, 2022.

³ “DoD Retaliation Prevention and Response Strategy Implementation Plan,” January 2017. The DoD Sexual Assault Prevention and Response Office compiled the Plan based on input from representatives from the Office of the Secretary of Defense including the Office of General Counsel and Office of the Senior Advisor for Military Professionalism, and the Service or DoD Sexual Assault Prevention and Response offices. The Plan details how the DoD and Military Services will institutionalize a comprehensive and consistent approach to retaliation prevention and response across the Department. DoDI 1020.03, Change 3, effective January 17, 2025, removed the requirement for commanders and supervisors to follow the procedures in the Retaliation Prevention and Response Strategy Implementation Plan if the complainant alleges sexual harassment and retaliation.

⁴ The DoDI and Component policies for responding to complaints related to harassment over electronic communications or social media and harassment by other means are the same.

⁵ We removed 69 complaints from the sample due to duplicative line items and lack of supporting documentation.

⁶ The Space Force is organized under the Department of the Air Force and follows Air Force criteria for processing complaints.

To answer our objective, we obtained supporting documentation for the 117 harassment complaints from the Military Service commands that processed the complaints. We reviewed the supporting documentation for each complaint in our sample to determine the extent to which the Military Services responded to the harassment complaints in accordance with DoD policy.⁷

Military Service commanders and supervisors did not fully comply with one or more of the procedures or requirements outlined in DoDI 1020.03, section 5.1, for the 117 harassment complaints we reviewed.⁸ Specifically, they did not comply with the requirements to:

- advise Service members of available support resources for 3 of 117 complaints;
- respond to and, as appropriate, investigate all harassment complaints as identified in DoDI 1020.03, section 4, for 42 of 117 complaints; and
- follow additional procedures and comply with requirements set forth in Component-specific policies and guidance, for 117 of 117 complaints.

For example, we found complaints for which the Military Services did not commence the investigation or notify the general court-martial convening authorities of the complaint within the required time frame as required by DoDI 1020.03, section 4. We also found complaints for which the Military Services did not complete forms or retain documents required by their Component-specific policy.

In addition, Military Service commanders and supervisors were unable to provide supporting documentation for one or more of the procedures or requirements outlined in DoDI 1020.03, section 5.1. Specifically, we could not determine whether commanders and supervisors:

- informed Service members of available reporting options and procedures for 44 of 117 complaints;
- advised Service members of available support resources for 50 of 117 complaints;
- responded to and, as appropriate, investigated all harassment complaints as identified in DoDI 1020.03, section 4, for 68 of 117 complaints;
- took disciplinary or administrative action when they substantiated a complaint for 14 of 117 complaints; and
- determined whether a climate assessment was warranted or additional unit training was required for 68 of 117 complaints.

⁷ The commander's and supervisor's ultimate decision was not within the scope of our evaluation.

⁸ The DoD OIG previously reported in Report No. DODIG-2024-105, "Evaluation of Selected DoD Senior Colleges' Response to Allegations of Harassment," July 8, 2024, that the selected DoD senior colleges did not fully comply with DoD requirements when responding to five of six harassment complaints we reviewed. In the report, the DoD OIG recommended that the Director of the Office for Civil Rights and Equal Opportunity Policy update DoDI 1020.03 to require DoD Components to have documentation and records retention policies that demonstrate compliance with the Instruction. As of the date of this memorandum, the recommendation remains open. Therefore, we do not need to recommend that the Office update DoDI 1020.03 to require records retention.

For example, we found complaints for which the Military Services did not retain any evidence of notifications and updates to the complainant as required by DoDI 1020.03, section 5.1. We also found complaints for which the Military Services did not retain any evidence of coordination with legal or equal opportunity professionals, or progress reports to the general court-martial convening authorities.

The enclosure includes a table that shows the results for the 117 harassment complaints we reviewed for compliance with DoDI 1020.03, section 5.1 procedures and requirements.

The Military Services' policies and procedures include quality controls such as the use of complaint forms, equal opportunity office staff reviews, and instructions for processing the complaints. However, these quality controls did not ensure that commanders and supervisors fully complied with the procedures or requirements outlined in DoDI 1020.03, section 5.1. The Military Services' policies and procedures we reviewed did not require a review process to ensure the completeness and retention of all necessary supporting documentation.

The Government Accountability Office's "Standards for Internal Control in the Federal Government" establish standards for an effective internal control system for Federal agencies and provide the overall framework for designing, implementing, and operating an effective internal control system.⁹ Appropriate quality controls could include a central storage location for supporting documentation, quality review of required forms to ensure that all fields are completed, and quality review of supporting documentation to ensure that all documents supporting the investigation and decision are retained.

As a result of not having supporting documentation, the Military Services may not be able to ensure that commanders and supervisors are fully processing harassment complaints in accordance with DoD requirements and Service-specific policies. In turn, failing to fully process these complaints could erode Service members' trust in leaders' commitment to a military environment that is free from harassment. Furthermore, without proper documentation in the complaint files, the Military Services might not be able to ensure the effectiveness and efficiency of their harassment prevention programs. Therefore, the Secretaries of the Military Departments should update policies to implement a quality review process that will improve the completeness and retention of supporting documentation for harassment complaints, especially those that can be prosecuted in accordance with the Uniform Code of Military Justice.

⁹ Report No. GAO-14-704G, "Standards for Internal Control in the Federal Government," September 10, 2014.

Recommendations, Management Comments, and Our Response

Revised, Redirected, and Added Recommendations

As a result of management comments, we revised Recommendation 2 and added two recommendations. Specifically, we revised Recommendation 2 by replacing Navy Instruction 1610.3 with Office of the Chief of Naval Operations Instruction 5354.1H, removing Marine Corps Order 5354.1F, and redirecting the recommendation to the Chief of Naval Operations. We added Recommendation 4 to the Commandant of the Marine Corps to update Marine Corps Order 5354.1F to implement a quality review process.

Additionally, the Deputy Chief of Naval Operations stated in response to draft Recommendation 2 that timeline requirements cannot be remedied after they have passed, and therefore, correction would not be feasible. Accordingly, we revised Recommendations 1 through 3 to add “justification” as an option.

Finally, during exit conferences with stakeholders, Military Service officials brought to our attention that DoDI 1020.03 did not align with DoDI 6400.11 requirements for when commanders must conduct a command climate assessment.¹⁰ We compared DoDI 1020.03 paragraph 5.1.g to DoDI 6400.11 paragraph 5.1.c and corroborated that these instructions do not align in describing when commanders must conduct a climate assessment. Accordingly, we added Recommendation 5 to the Under Secretary of Defense for Personnel and Readiness.

Recommendation 1

We recommend that the Secretary of the Army update Army Regulation 600-20 to implement a quality review process that will identify missed requirements and inadequate supporting documentation and will require corrections or justification before finalizing processing of a harassment complaint.

Secretary of the Army Comments

The Acting Assistant Secretary of the Army (Manpower Reserve and Affairs), responding for the Secretary of the Army, agreed and stated that the Army is updating Army Regulation 600-20 to align with DoDI 1020.03 requirements. The Acting Assistant Secretary also stated that the Army is developing a stand-alone regulation for the Military Equal Opportunity Program that will require a quality review process designed to identify missed requirements and inadequate supporting documentation.

¹⁰ DoDI 6400.11, “DoD Integrated Primary Prevention Policy for Prevention Workforce and Leaders,” December 20, 2022, Change 1 Effective April 4, 2023.

Our Response

Comments from the Acting Assistant Secretary addressed the specifics of the recommendation. Therefore, the recommendation is resolved but will remain open. We will close this recommendation after we verify that Army Regulation 600-20 has been updated and the stand-alone regulation for the Military Equal Opportunity Program has been issued.

Recommendation 2

We recommend that the Chief of Naval Operations update Office of the Chief of Naval Operations Instruction 5354.1H to implement a quality review process that will identify missed requirements and inadequate supporting documentation and will require corrections or justification before finalizing processing of a harassment complaint.

Chief of Naval Operations Comments

The Deputy Chief of Naval Operations (N1)/Chief of Naval Personnel, responding for the Chief of Naval Operations, agreed and described the coordination required for an update to Office of the Chief of Naval Operations Instruction 5354.1H.

Our Response

Comments from the Deputy Chief of Naval Operations addressed the specifics of the recommendation. Therefore, the recommendation is resolved but will remain open. We will close the recommendation after we verify that Office of the Chief of Naval Operations Instruction 5354.1H has been updated.

Recommendation 3

We recommend that the Secretary of the Air Force update Department of the Air Force Instruction 36-2710 to implement a quality review process that will identify missed requirements and inadequate supporting documentation and will require corrections or justification before finalizing processing of a harassment complaint.

Secretary of the Air Force Comments

The Acting Assistant Secretary of the Air Force (Manpower and Reserve Affairs), responding for the Secretary of the Air Force, agreed and stated that the reissuance of DAFI 36-2710, “Equal Opportunity Program,” May 23, 2024, satisfied the recommendation. This policy requires equal opportunity practitioners to conduct effective quality control reviews for all data collected. It also mandates that equal opportunity quality control review procedures be implemented across all equal opportunity levels.

Our Response

Comments from the Acting Assistant Secretary addressed the specifics of the recommendation, and we verified that the revised DAFI 36-2710 implements a quality review process to ensure harassment case data is accurate, complete, thorough, up-to-date, consistent, and appropriately formatted. Therefore, the recommendation is closed.

Added Recommendations

Recommendation 4

We recommend that the Commandant of the Marine Corps update Marine Corps Order 5354.1F to implement a quality review process that will identify missed requirements and inadequate supporting documentation and will require corrections or justification before finalizing processing of a harassment complaint.

Management Action Taken

On April 28, 2025, the Head, Audit Coordination & Response, Office of the Director, Marine Corps Staff, on behalf of the Deputy Director, Manpower Plans and Policy Division, provided informal comments to the draft management advisory stating that Marine Corps Order 5354.1G, “Marine Corps Prohibited Activities and Conduct Prevention and Response Policy,” May 31, 2024, requires supervisory equal opportunity advisors to conduct a quality review of every case before closure to verify that all documentation is retained.

We verified that Marine Corps Order 5354.1G replaced Marine Corps Order 5354.1F and implements a quality review process in which the equal opportunity advisor conducts a review of the harassment case documents for accuracy and compliance prior to case closure. Therefore, the recommendation is closed.

Recommendation 5

We recommend that the Under Secretary of Defense for Personnel and Readiness update DoD Instruction 1020.03 to align with DoD Instruction 6400.11 requirements describing when commanders must conduct a command climate assessment.

Management Comments Required

We added Recommendation 5 as the result of our exit conferences and management comments to the draft management advisory. On April 30, 2025, an Office of the Under Secretary for Personnel and Readiness official provided informal comments agreeing with the recommendation. On May 2, 2025, an Office of the Under Secretary for Personnel and Readiness official agreed to provide comments on the final management advisory. Therefore, we request that the Under Secretary of Defense for Personnel and Readiness provide comments to the final management advisory on this recommendation.

We will track the unresolved recommendation until management has agreed to take actions that we determine to be sufficient to meet the intent of the recommendation and management officials submit adequate documentation showing that all agreed-upon actions are completed. Therefore, please provide us within 30 days your response concerning specific actions in process or completed on the unresolved recommendation.

We will also track resolved recommendations that remain open until management officials submit adequate documentation showing that all agreed-upon actions are completed. Therefore, please provide us within 90 days your comment concerning specific actions in process or completed on the recommendations.

Send your response to either [REDACTED] if unclassified or [REDACTED] if classified SECRET.

If you have any questions, please contact [REDACTED]

A handwritten signature in black ink that reads "Bryan Clark". The signature is written in a cursive, flowing style.

Bryan T. Clark
Assistant Inspector General for Evaluations
Programs, Combatant Commands, and Operations

Enclosure

Table. Compliance Results per DoDI 1020.03, Section 5.1 Requirements and Procedures for the 117 Harassment Complaints Reviewed

Requirement in DoDI 1020.03, section 5.1	Complied	Did Not Comply	We Could Not Determine Compliance	Not Applicable
Inform Service members of available reporting options and procedures (paragraph 5.1.a)	66	0	44	7
Advise Service members of available support resources (paragraph 5.1.b)	57	3	50	7
Respond to and, as appropriate, investigate all harassment complaints as identified in section 4 (paragraph 5.1.c)	7	42	68	0
Follow additional procedures and comply with requirements set forth in Component-specific policies and guidance (paragraph 5.1.d)	0	117	0	0
Follow the procedures in the Retaliation Prevention and Response Strategy Implementation Plan if the complainant alleges sexual harassment and retaliation (paragraph 5.1.e)	0	0	0	117
Take appropriate disciplinary or administrative action when a complaint is substantiated (paragraph 5.1.f)	73	0	14	30
Determine whether a climate assessment is warranted or additional unit training is required (paragraph 5.1.g)	34	0	68	15

Note 1: We determined that certain requirements did not apply when the complaints were made by a third party or anonymously, did not involve sexual harassment and retaliation, were unsubstantiated, or no disciplinary actions were necessary or taken.

Note 2: We could not determine compliance with certain requirements when the complaint files neither contained, nor were required to contain, supporting documentation to validate compliance with the requirements.

Note 3: We determined that the section 5.1.g climate assessment requirement did not apply when the complaints were received and processed after the issuance of DoDI 6400.11, "DoD Integrated Primary Prevention Policy for Prevention Workforce and Leaders," December 20, 2022. DoDI 6400.11 outlines requirements stipulating when commanders must conduct a command climate assessment.

Source: The DoD OIG.

Recommendations Table

Management	Recommendations Unresolved	Recommendations Resolved	Recommendations Closed
Secretary of the Army		1	
Chief of Naval Operations		2	
Secretary of the Air Force			3
Commandant of the Marine Corps			4
Under Secretary of Defense for Personnel and Readiness	5		

Please provide Management Comments by June 23, 2025.

Note: The following categories are used to describe agency management's comments to individual recommendations.

- **Unresolved** – Management has not agreed to implement the recommendation or has not proposed actions that will address the recommendation.
- **Resolved** – Management agreed to implement the recommendation or has proposed actions that will address the underlying finding that generated the recommendation.
- **Closed** – The DoD OIG verified that the agreed upon corrective actions were implemented.

Management Comments

Secretary of the Army



DEPARTMENT OF THE ARMY
ASSISTANT SECRETARY OF THE ARMY
MANPOWER AND RESERVE AFFAIRS
111 ARMY PENTAGON
WASHINGTON, DC 20310-0111

SAMR-RB (600-20a1)

16 April 2025

MEMORANDUM FOR Department of Defense Inspector General Office, 4800 Mark Center Drive, Alexandria, VA 22350-1500

SUBJECT: Response to the DoDIG Management Advisory: The Military Services Should Fully Comply with DoD Requirements When Responding to Complaints Related to Harassment over Electronic Communication or Social Media.

1. The Assistant Secretary of the Army (Manpower Reserve and Affairs) agrees with the recommendations provided in the DoDIG Management Advisory Project No. D2024-DEV0PG-0117.000. Below are the actions management will take to accomplish the recommendations.
2. Recommendation: Update Army Regulation 600-20 to implement a quality review process that will identify missed requirements and inadequate supporting documentation and will require corrections before finalizing processing of a harassment complaint.
 - a. The ASA (M&RA) concurs with the recommendation to update the Army Regulation governing the Military Equal Opportunity (MEO) Program. Army Regulation (AR) 600-20 is in compliance with presidential Executive Orders but is outdated concerning Department of Defense Instruction 1020.03, Harassment Prevention and Response in the Armed Forces dated December 2022.
 - b. Currently, AR 600-28 MEO Program, a stand-alone regulation, is in the process of staff coordination. The updated AR will include provisions that enhance procedural accuracy and accountability. Specifically, it will implement a quality review process designed to identify missed requirements and inadequate supporting documentation. Additionally, the policy will mandate necessary corrections prior to the finalization of harassment complaint processing.
 - c. These revisions reflect the Army's commitment to adhering to current DoD requirements while enhancing the effectiveness and efficiency of harassment prevention programs. By incorporating transparent review mechanisms, the Army aims to establish a robust internal control system that ensures accountability and continuous improvement.

Secretary of the Army (cont'd)

SAMR-RB (600-20a1)

SUBJECT: Responses to the DoDIG Management Advisory: The Military Services Should Fully Comply with DoD Requirements When Responding to Complaints Related to Harassment over Electronic Communication or Social Media.

3. The Army MEO Policy Office is the point of contact for this memorandum. Please contact [REDACTED], the Army MEO Policy Office Director at [REDACTED] or [REDACTED].

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RICK.MARTIN. [REDACTED]
[REDACTED]
Date: 2025.04.24 17:56:11
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DERRICK M. ANDERSON
Acting

Chief of Naval Operations



DEPARTMENT OF THE NAVY
OFFICE OF THE CHIEF OF NAVAL OPERATIONS
2000 NAVY PENTAGON
WASHINGTON DC 20350-2000

7500
N17
28 Apr 25

From: Director, Navy Culture and Force Resilience Office (OPNAV N17)
To: Assistant Secretary of the Navy Manpower and Reserve Affairs (ASN (MR&A))
Via: Chief of Naval Personnel (BUPERS 00IG)

Subj: MANAGEMENT RESPONSE TO DEPARTMENT OF DEFENSE DRAFT
MANAGEMENT ADVISORY D2024-DEV0PJ-0117.000 "THE MILITARY
SERVICES SHOULD FULLY COMPLY WITH DOD REQUIREMENTS WHEN
RESPONDING TO HARASSMENT OVER ELECTRONIC COMMUNICATION OF
SOCIAL"

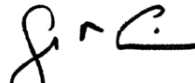
Ref: (a) DoD IG Draft Management Advisory of 31 Mar 25

Encl: (1) Management Response

1. Per reference (a), enclosure (1) is provided.

2. My point of contact is [REDACTED], Audit Liaison [REDACTED]


and [REDACTED]


S.M. CARINO
By direction

FIRST ENDORSEMENT

From: Chief of Naval Personnel (BUPERS 00IG)
To: Assistant Secretary of the Navy Manpower and Reserve Affairs (ASN (MR&A))

1. Enclosure (1) forwarded approved.


S. W. CROLEY
By direction

Chief of Naval Operations (cont'd)

**DODIG DRAFT MANAGEMENT ADVISORY DATED MARCH 31, 2025
DODIG (Project No. D2024-DEV0PJ-0117.000)**

**“EVALUATION OF THE MILITARY SERVICES' RESPONSE TO COMPLAINTS
RELATED TO HARASSMENT OVER ELECTRONIC COMMUNICATIONS OR
SOCIAL MEDIA”**

**DEPUTY, CHIEF OF NAVAL OPERATIONS (N1) / CHIEF OF NAVAL PERSONNEL
COMMENTS**

RECOMMENDATION 2: We recommend that the Secretary of the Navy update OPNAVINST 5354.1H and Marine Corps Order 5354.1F to implement a quality review process that will identify missed requirements, inadequate supporting documentation, and will require corrections before finalizing processing of a harassment complaint.

Note: DODIG has communicated via email, the Secretary of the Navy Instruction 1610.3 referenced in the draft management advisory and recommendation 2 will be replaced with OPNAVINST 5354.1H.

DCNO (N1)/CHNAVPERS RESPONSE: DCNO (N1)/CHNAVPERS partially concurs. The Misconduct Report Incident Tracker (M-RIT) is a Department of the Navy Office of Force Resilience (DON OFR) operated complaint documentation system. Navy Harassment Prevention and Military Equal Opportunity (OPNAV N170C) personnel will provide system modification recommendations to ensure required data is collected. Ultimate approval of these revisions will be DON OFR's responsibility. The Navy partially concurs with this recommendation due to the large volume of discrepancies identified by DoDIG that involved missed timeline requirements. Timeline requirements cannot be remedied after they have passed, therefore, requiring correction will not be feasible. Programmatic subject matter experts cannot develop policy revisions until the appropriate Department of Defense (DoD) and Department of the Navy (DON) policies and processes have been updated. All policy revisions are coordinated with fleet and legal stakeholders, for review and concurrence, prior to policy release.

Enclosure (1)

Secretary of the Air Force



DEPARTMENT OF THE AIR FORCE WASHINGTON DC

OFFICE OF THE ASSISTANT SECRETARY

MEMORANDUM FOR DEPARTMENT OF DEFENSE INSPECTOR GENERAL

FROM: SAF/MR

1660 Air Force Pentagon
Washington, DC 20330-1660

SUBJECT: Department of the Air Force Response to DoD Office of Inspector General Draft Management Report, "The Military Services Should Fully Comply with DoD Requirements When Responding to Complaints Related to Harassment over Electronic Communication or Social Media" (Project No D2024-DEV0PJ-0117.000)

This is the Department of the Air Force's (DAF) response to the DoDIG Draft Report "Evaluation of the Military Services' Response to Complaints Related to Harassment Over Electronic Communication or Social Media." The DAF concurs with Recommendation 3, however offers substantive comments on the draft report for consideration. The DAF did not identify any report materials requiring controlled unclassified information demarcation.

RECOMMENDATION 3: The DoDIG recommends the Secretary of the Air Force update Department of the Air Force Instruction 36-2710 to implement a quality review process that will identify missed requirements, inadequate supporting documentation, and will require corrections before finalizing processing of a harassment complaint.

DAF RESPONSE: The DAF concurs with Recommendation 3 and is submitting a closeout corrective action plan (CAP), as this recommendation was fully accomplished in May 2024 when DAF implemented D2022-DEV0PG-0127 (DODIG-2023-073) Recommendation 3, concerning Military Equal Opportunity (MEO) complaint data, through the reissuance of DAFI 36-2710, Equal Opportunity Program, dated 23 May 2024. This policy requires equal opportunity practitioners to conduct effective quality control reviews for all data collected and tracked in the [Department of the] Air Force Equal Opportunity Network (AF EONet) to ensure data is accurate, complete, thorough, up-to-date, timely, and appropriately formatted to support DAF reporting requirements, data calls, and requests for information. It also mandates EO data quality control review procedures to be implemented across all EO levels—from AFPC to MAJCOM/FLDCOM and installation EO offices (Ref: Tab 4 – DAFI 36-2710). Additionally, in November 2024, DAF published operational procedures and conducted training for MAJCOM/FLDCOM EO functional managers and EO practitioners on accurate data entry and integrity in AF EONet to reinforce these requirements (Ref: Tab 5 – DAF MEO Complaint Operational Procedures, 1 Nov 2024). The current audit reviewed MEO harassment complaint data from 2021–2023, which predated these corrective actions.

Secretary of the Air Force (cont'd)

The DAF points of contact are [REDACTED], Director, Equal Opportunity,
[REDACTED] or [REDACTED] or [REDACTED], Senior Policy
Analyst, Equal Opportunity, [REDACTED] or [REDACTED].

DEFILIPPI.GWENDOLYN.RUTH. [REDACTED]
YN.RUTH. [REDACTED]
GWENDOLYN R. DeFILIPPI, SES, DAF
Acting Assistant Secretary of the Air Force for
Manpower and Reserve Affairs

Digitally signed by
DEFILIPPI.GWENDOLYN.RUTH. [REDACTED]
Date: 2025.05.08 15:08:08 -04'00'

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U.S. DEPARTMENT OF DEFENSE

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**For more information about DoD OIG
reports or activities, please contact us:**

Legislative Affairs Division
703.604.8324

Public Affairs Division
public.affairs@dodig.mil; 703.604.8324



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