

690-700

CEEO

13 May 1996

MEMORANDUM FOR ALL USACE EEO Officers

SUBJECT: Use of Electronic Mail - EEO Complaints Processing,  
#96-3

1. Reference AR 690-600, subject: EEO Discrimination Complaints Processing.

2. Referenced regulation assures aggrieved individuals confidentiality in the pre-complaint stage. It also specifies what documents will comprise a case file.

3. In order to assure the greatest confidentiality, communication with and about aggrieved individuals (pre-complaint and formal complaint stages) will continue to be handled with personal telephone calls or written correspondence, **even if the aggrieved prefers using electronic mail (E-Mail)**. In this manner individual rights can be assured.

4. Communicating by E-Mail has become routine within the Corps. Increasingly aggrieved individuals use this method to communicate with EEO personnel; however, this presents some serious challenges.

a. E-Mail messages are retained in computer memory.

b. Opportunities for messages being read by other than the aggrieved greatly increase.

c. Personal identification and other Privacy Act data of an aggrieved could be compromised.

d. Opportunities are present to read and interpret out-of-context.

e. Messages communicated by E-Mail are "discoverable", they become part of the official case file, **even those which seem to be informal**.

5. Please refer your queries to Jim Huffman, 202-761-0095.

FOR THE COMMANDER:

*1 signed / fwd by E-mail*

ANITA G. GOMEZ-BENNETT  
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Employment Opportunity