



DEPARTMENT OF THE ARMY
UNITED STATES ARMY FINANCIAL MANAGEMENT COMMAND
INDIANAPOLIS IN 46249-3000

AMFM-CG

CPM 600-17
31 October 2024

MEMORANDUM FOR ALL CIVILIANS ASSIGNED/ATTACH TO USAFMCOM

SUBJECT: Command Policy Memorandum – Alternate Dispute Resolution for Workplace Disputes

1. References:

- a. DODI 5145.05, Alternative Dispute Resolution (ADR) and Conflict Management, 27 May 2016.
- b. AR 690-600, Equal Employment Opportunity Discrimination Complaints, 1 August 2024.
- c. CFRs, Title 29, Part 1614, Section 603, Voluntary Settlement Attempts, amended 1 July 2024.

2. It is the policy of the U.S. Army Financial Management Command (USAFMCOM) to offer voluntary alternative dispute resolution (ADR) to address conflicts, disputes, complaints, grievance, or other dissatisfactions arising in the workplace. Voluntary participation in this process will not adversely affect any individual's statutory and/or regulatory avenues of redress such as EEO complaints, Inspector General (IG) complaints, formal grievances, appeals, etc. The USAFMCOM EEO Office is responsible for providing additional program guidance and will coordinate for voluntary ADR program.

3. Voluntary ADR is an effective method of resolving workplace disputes and is best described as assisted negotiations between two (or more) parties with impartial mediators facilitating the process but representing neither side of the dispute. Alternative dispute resolution is one of the most powerful tools in resolving conflict because the two parties retain control over decisions and agreements rather than relinquishing that power to a third-party adjudicator. It is particularly useful when the parties must continue some type of relationship (e.g. subordinate/supervisor or coworkers).

4. The ADR neutral/mediator is an unbiased, third party trained in ADR techniques. The ADR neutral will:

- a. Facilitate open communication between the aggrieved and designated management official in a collaborative, nonadversarial manner.

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b. Advise the EEO Officer of any proposed settlement. The EEO officer is responsible for assuring necessary coordination and completion of any settlement agreement; and

c. Advise the EEO Office if resolution is not achieved.

5. To ensure prompt resolution of disputes at the earliest stage, I direct all supervisors and managers to engage in ADR efforts when requested by employees. Likewise, I strongly encourage all employees to consider voluntary ADR as a means of resolving workplace disputes as they arise.

6. Civilians should report conflicts, disputes, complaints, or grievances arising in the workplace through their chain-of-command or to the EEO Office.

7. USAFMCOM Equal Employment Manager (EEM), Kimberly Wilder, is the point of contact for this policy and can be reached at kimberly.d.wilder.civ@army.mil or (317) 709-0675.

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COL, FC
Commanding