



**SECRETARY OF THE ARMY  
WASHINGTON**

June 10, 2010

**MEMORANDUM FOR Mr. John C. Metzler Jr., Superintendent, Arlington  
National Cemetery**

**SUBJECT: Official Reprimand – Three Years**

1. The purpose of this memorandum is to reprimand you for your failure to properly execute oversight responsibilities for the administration, operation and maintenance of Arlington National Cemetery (ANC).

2. The basis for this reprimand is a recently completed investigation by the Department of the Army Inspector General (DAIG), which concluded that you failed to properly execute oversight and management responsibilities for the administration and operation of ANC. Specifically, the DAIG investigation substantiated that:

a. You failed to properly execute oversight and management responsibilities to ensure ANC conducted its interment operations in accordance with applicable laws and policies. Examples included:

- (1) Unmarked gravesites.
- (2) Improper handling of cremated remains.
- (3) Improperly marked gravesites.
- (4) Discrepancies between burial maps and gravesites.
- (5) Improper burial and transinterment.

b. You failed to exercise supervisory oversight of ANC efforts to automate its interment operations and digitization of burial records.

c. The existence of an unhealthy organizational climate.

d. A lack of management actions on your part to prevent foreseeable issues and resolve reported problems.

3. You are hereby reprimanded for the above cited mismanagement. As Superintendent, you had the duty and responsibility to ensure the efficient and

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effective management and oversight of all aspects of ANC administration and operations. The DAIG findings indicate that many of the deficiencies were systemic problems that persisted for many years. Further, the DAIG report suggests that you failed to take a proactive approach to problems when they came to your attention and failed to institute remedial actions to avoid similar problems in the future. Compounding the systemic operational deficiencies was the dysfunctional relationship between you and your Deputy, which resulted in a leadership void.

4. My decision to issue you this reprimand should not be interpreted as minimizing your fault or responsibility. The DAIG investigation highlights numerous instances of leadership and management shortcomings that must be corrected. However, given your decision to retire, I have elected not to initiate more severe disciplinary action or to direct your reassignment. I will be appointing Ms. Kathryn Condon to lead the Army's efforts to take decisive and timely action to correct the deficiencies identified by the DAIG. You will report to Ms. Condon for the duration of your service. I request that you assist Ms. Condon to ensure a seamless transition.

5. I regret that public disclosure of the DAIG inspection will bring disgrace and embarrassment on you and the Department of the Army. I am confident that we will learn from our mistakes and be able to restore the nation's confidence in our ability to be a responsible steward of this hallowed landmark. Regrettably, however, this derogatory information will likely overshadow your 19 years of dedicated, faithful and selfless service as Superintendent of ANC.

6. This memorandum will be filed in your Official Personnel Folder for a period of three (3) years. This official reprimand is not permanent in nature and will be withdrawn from your Official Personnel Folder upon the earliest occurrence of one of the following events:

- a. Expiration of the period specified;
- b. Your separation from the Department of the Army;
- c. Determination through an appropriate adjudicatory procedure or by an appropriate management official, that the reprimand is unwarranted and must be withdrawn; or
- d. My determination that the reprimand has served its purpose.

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**7. Your rights in this matter are as follows:**

a. If you believe that this reprimand is unwarranted, you have a right to file a grievance under the Headquarters Department of the Army (HQDA) Employee Administrative Grievance System. If you decide to file a grievance, you must file it within fifteen (15) calendar days after receipt of this official reprimand. Your grievance must identify yourself by name, title, grade, and specify the exact nature of the issue(s) you are grieving, as well as the precise corrective or remedial personal relief you are seeking. Please be advised that you must state, in writing, that you have not filed or are not filing an Equal Employment Opportunity complaint, an appeal, or another grievance concerning the same or related matter.

b. Your grievance must be in writing and addressed to me as the Designated Grievance Receiver:

Honorable John McHugh  
Secretary of the Army  
101 Army Pentagon  
Room 3E560  
Washington, DC 20310-0101

(703) 695-1717  
FAX: (703) 697-8036

c. You may call [REDACTED] to arrange for a grievance meeting. If you need additional time to file a grievance, you must submit a written request to me, stating the reason(s) for an extension and the amount of additional time requested, before expiration of the grievance filing period.

d. You may be accompanied, represented, or advised by a representative of your choosing, at your own expense. If you choose a representative, you must designate him or her in writing to me. Please be advised that the agency may disallow as your representative an employee whose activities as a representative would cause a conflict of interest or position, or whose release from his/her position would give rise to unreasonable costs, or whose priority work assignments preclude his/her release.

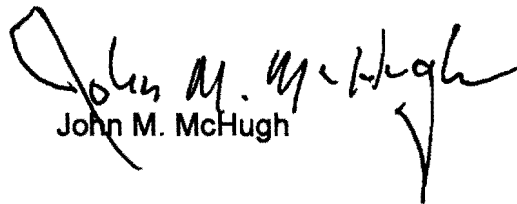
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e. You are entitled to a reasonable amount of official time to present your grievance to me. You should arrange for the use of official time through Ms. Condon. If you choose a representative who is a federal employee, your representative must make arrangements for the use of official time for this purpose with his/her own supervisor.

f. Upon request, you and/or your representative, if any, will be furnished access to pertinent regulations and official directives that have a bearing on your grievance. You may contact [REDACTED] Civilian Senior Leader Management Office at [REDACTED] for assistance.

8. Independent of your grievance rights discussed in paragraph 7 above, you are advised that you have the right to file a discrimination complaint if you believe my decision to reprimand you was based on your race, color, religion, sex, national origin, physical or mental disability, age and/or reprisal. You should initiate contact with the HQDA Directorate of Equal Employment Opportunity within 45 days of the date of your receipt of this reprimand. The telephone numbers for that office are (703) 602-0630 or (703) 602-7213.

9. Please sign and date below acknowledging receipt of this memorandum. Your acknowledgment does not constitute agreement with this memorandum or result in the forfeiture of any of the rights mentioned herein. Your refusal to acknowledge receipt will not void the contents of this memorandum.

  
John M. McHugh