

BEFORE YOU TELL IT TO YOUR INSPECTOR GENERAL

1. Before you tell the IG:

Be sure you have a problem, not just a peeve: Just because the DFAC serves steamed broccoli, and you don't like steamed broccoli, doesn't mean the DFAC's food is bad.

Give your chain of command a chance to solve the problem: Many problems can be addressed by the chain of command.

Be honest and don't provide misleading information: IGs will discover the truth quickly in most cases and there are penalties for knowingly providing false information.

Keep in mind that IGs are not policy makers: If a policy is flawed you can submit proposed change on a DA form 2028.

Keep in mind that IGs can only recommend, not order a resolution: Only Commanders can order; the role of the IG is to advise the Commander.

Remember IGs can only resolve a case on the basis of fact: Your claim that a supervisor has violated the rules doesn't make it fact. A claim must be supported with evidence.

Don't expect instant action on your request... Be patient: Investigations and inquiries take time.

Be prepared to take "No" for the answer: In any case "Yes" or "No", the IG will explain why.

2. File your complaint with the correct IG office:

Ensure you file your complaint with the correct IG office. There are currently ten Army IG offices in Hawaii that support ten different commands. File your complaint with the IG office of the command you (or the subject) belong to. There is an IG office located at each of the following commands:

3. What types of complaints are not IG Appropriate:

The following issues and allegations are ordinarily **not appropriate** for IG intervention:

- Criminal allegations
- Courts-martial actions / Non-judicial punishment
- Officer / NCO evaluation reports (Relief for cause)
- Enlisted reductions
- Pending or requested discharge / Type of discharge received
- Complaints that a commanding officer has wronged a soldier
- Financial liability investigations of property loss

- Adverse information filed in personnel records (except for allegations of reprisal)
- Claims
- The issue is not Army related
- Soldier Equal Opportunity complaints
- Civilian allegations of reprisals
- Hazardous work conditions
- Equal Employment Opportunity (Department of Defense civilian employee redress through other channels)
- Collective bargaining agreements
- Appeals of adverse actions within the purview of 5 USC 7701-7703
- Issues that have other means of redress (If the appropriate redress procedures were used, IGs will advise complainants that IG involvement focuses on ensuring that the complainant received due process and the protection of rights as intended by law and regulation)

4. What types of complaints are IG Appropriate:

- Pay - TDY, Bonuses
- Personnel Actions - Promotions, Discharges, Retirements, Orders, Delinquent OERs/NCOERs, Weight Control, APFT
- Medical - LOD, Appointments, Medical Separation Boards
- Command Management - Family Care Plans, Sensing Sessions, Reprisal, Command Climate, Undue Command Influence, Preferential Treatment
- Personal Conduct - Non-Support, Fraternalization, TDY Fraud, GSA Vehicle Usage, Living in barracks
- A violation of law, policy, procedures, or regulations (including laws or regulations prohibiting sexual harassment, unlawful discrimination, reprisal, and improper mental health evaluations)
- An injustice or abuse of authority
- Inappropriate conduct/misconduct
- A deficiency or like condition

Any Fraud, Waste, and Abuse (FWA) and violations of law, Army instructions, or policy should be reported through the appropriate grievance channels. The subject of your complaint must be an Army program or person. Bear in mind, however, the fact that you may disagree with your supervisor(s) over management styles or have what you believe is a "personality conflict", does not constitute an injustice or mismanagement. If you are not sure your concern is a reportable matter, contact your local IG office for guidance or advice.

When are IG complaints appropriate?

Individuals should attempt to resolve Fraud, Waste, and Abuse (FWA) issues and personal complaints at the lowest possible level, using command channels before elevating them to the next higher level or the Office of the Inspector General.

Further, complaints must be promptly filed within IG, command, or other grievance channels. IG's may dismiss a complaint if there is no FWA, recognizable wrong or violation of law, regulation, or policy. Also, complaints should be received in a timely manner.

5. What is an IGAR:

An IGAR is an Inspector General Action Request, DA Form 1559. A complainant completes the IGAR, presents it to an IG, who in turn initiates the appropriate action. You can download a DA Form 1559 on this web site or visit our office and fill one out in person. When completing an IGAR, please include as much **DETAIL** as possible (who, what, when, where, how, etc.). This enables the IG to conduct a thorough inquiry.

WHEN YOU DECIDE TO CONTACT YOUR IG:

Be honest and don't provide misleading information. IGs will discover the truth and there are penalties for providing false information. We will ask if your chain of command knows about your claim.

Remember your IGs can only resolve a case on the basis of fact. (Your claim that a supervisor has violated the rules doesn't make it fact. A claim must be supported with evidence. The more evidence you provide, the better we can resolve your claim.)

Don't expect instant action on your request.....be patient. (Inquiries take time and IGs tend to be very thorough before making recommendations.)

Understand that the outcome of your case might not be what you expected (but the IG will always explain why.)

DID YOU KNOW:

IGs are not policy makers. (If a policy is flawed, you can submit proposed changes on a DA Form 2028.)

IGs can only recommend, not order a resolution. (Only commanders can order; the role of IG is to advise the commander.)

IGs give answers to clients and the chain of command while protecting confidentiality to the maximum extent possible.

We provide assistance to: **COMMANDERS, SOLDIERS, FAMILY MEMBERS, DoD CIVILIANS and RETIREES.**