

Before you tell it to the IG...

- ✓ **Be sure you have a problem, not just a peeve.**
- ✓ **Give your chain of command a chance to solve the problem.**
- ✓ **If IG assistance is needed, contact your LOCAL IG first.**
- ✓ **Be honest and don't provide misleading information.**
- ✓ **Keep in mind that IGs are not policy makers.**
- ✓ **Keep in mind that IGs can only recommend, not order a resolution.**
- ✓ **Remember IGs can only resolve a case on the basis of FACT – evidence is necessary.**
- ✓ **Be prepared to take “no” for an answer. In any case, “yes” or “no” – an explanation will be included.**

To complain without fear of reprisal is the right of any airmen, civilian, or family member seeking IG help. If you checked all of the above, please download the AF IMT 102 and use the following guidelines to help complete the form.

IG Complaint Clarification & Analysis (ref: AF IMT 102 & AFI 90-301)

You may file a complaint if you reasonably believe inappropriate conduct has occurred or a violation of law, policy, procedure, instruction or regulation has been committed. Please read this information before completing AF IMT 102.

- ❖ Fill out Section I of AF IMT 102. Once completed, in most cases, an appointment will be scheduled to meet in person and discuss the complaint in details.
 - Include your cell phone as your “HOME” number and your personal email address as your “ADDRESS”.
 - Including witnesses is paramount, but do not include someone just because they share the same views on the subject as you.
 - Description of Allegations is the most important part of this form. Include: *who* (committed the violation), *what* (is the exact violation), *where & when* (it occurred), and *how* (it violates policy, law, procedure, etc). If you know the written guidance or directive that was violated, please include this.
 - If you prefer to write out the allegation and witness portion of the complaint on a separate piece of paper and attach it, this is acceptable.

- ❖ Additionally, please be prepared to answer the following questions in our meeting:
 - Was your complaint previously filed with another agency or individual?
 - Have you tried to use your supervisory channel to attempt resolution? Understand that this is always the preferred approach because commanders have the authority to remedy the situation quicker.

- Some matters are not IG appropriate (AFI 90-301/2.3.1) – your case may be referred regardless of your desire and this may require release of your identity. Are you ok with this?
 - Have you sought assistance from a support agency (e.g.: FSS, Finance, EO, Command Chief, Chaplain, etc.)?
 - What remedy are you seeking?
- ❖ Protection of Information: Your privacy will be safeguarded to the maximum extent possible. Understand that communication with the IG is not privileged or confidential (like Chaplain or JAG), but disclosure of your identity will be protected and strictly limited to an official, need-to-know basis. However, information that you divulge (with the exception of your name) may be used during follow-on interviews with other witnesses. Also, any documents or records that you provide will become part of an IG record and are not returnable.
- ❖ Every case will receive a thorough complaint analysis to determine the appropriate complaint resolution strategy. The result will determine the next action in processing your complaint: assistance, dismissal, investigation, referral, or transfer. Don't be surprised if your complaint does not result in an investigation. Some matters are not appropriate for the IG Complaints Resolution Program and may be referred to the appropriate organization or agency better equipped to more appropriately handle your complaint (see Table 2.5 in AFI). Additionally, your case may be handled as an assist if your problem is more of a personal nature where there is no evidence or assertion of wrongdoing – this tends to be the most common result after a complaint analysis. Understand that each and every case documented on an AF IMT 102 will be logged into the IG national data base for tracking cases – regardless of intended resolution strategy.
- ❖ If you have further questions or would like to schedule time for complaint clarification, please call Lt Col Sweeney at 602.302.9331. For cases of an urgent matter, please call the IG Hotline at 602.302.9439