



# MOANG-STL

## Inspector General

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# Inspector General Team “Force of One”

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# OVERVIEW

- What is an Inspector General?
- What about Complaints?
- Your Expectations?



# Inspector General

- AFI 90-301, Inspector General Complaints Resolution
- Independent Agency FOR YOU!!
  - Voice your complaints!
  - Get you the help you need!



# What Does the IG Do?

- “Pulse of the Command”
  - Readiness
  - Efficiency
  - State of Discipline
  - Economy



# COMPLAINTS “THE RULES”

- No One May Deny AF Personnel Access to an IG
- Identities of Complainants and Confidential Witnesses Are Protected From Disclosure
- AF Personnel Cannot Be Reprised Against for Making or Preparing to Make a Privileged Communication



# COMPLAINTS “PROBLEM SOLVERS”

Chain of Command Is Primary and Preferred  
Channel for Resolving Complaints

Try Supervisor, First Sergeant and  
Commander first.....

AND...



# COMPLAINTS “PROBLEM SOLVERS”

- Use established redress/appeal systems before coming to the IG





# COMPLAINTS

## “THE RIGHT STUFF”

### **IG Matters Include:**

- Allegations of Injustice
- Violations of Law or Directives
- Mismanagement
- Waste of Funds
- Abuse of Authority
- Substantial Danger to Public Health/Safety
- If in doubt and Chain of Command has been used – Come see me



# COMPLAINTS

## “CIVILIAN ISSUES”

- IG Matters Do Not Include
  - Conditions of Employment for Civilians
  - Allegations of Reprisal for Civilian Employees
  - Civilian EEO Matters
  - NAF Employee Reprisal Complaints
  - Criminal Activity
  - I Don't Like....
- The IG Will Refer these Matters to the Appropriate OPR



# COMPLAINTS “MILITARY ISSUES”

- IG Matters Do Not Include
  - Correction of military records
  - Appeal OPR/EPR
  - EOT Issues
  - Punishment under the UCMJ
  - Administrative separations
- The IG Will Refer these Matters to the Appropriate OPR ( Office of Primary Responsibility )



# COMPLAINTS “CONSIDERATIONS”

- IG is a Command investigating function
- IG finds the facts, does not determine guilt or innocence
- Pending actions will NOT stop while an IG investigation is ongoing



# COMPLAINTS “YOUR RIGHTS”

- Unrestricted Access to IG (or any established grievance channel)
- May withdraw the complaint
- No Reprisal



# COMPLAINTS

## “YOUR RESPONSIBILITIES”

- **TRUTHFULLNESS**
  - Provide facts and other information you believe to be true and related to the issue
- **TIMELINESS**
  - File complaint promptly - complaints can be dismissed if more than 60 days old
- **SUBSTANTIVE**
  - Documentation



# HOW TO FILE A COMPLAINT

There are several ways to file complaints:

- Set an appointment with IG
  - Complete AF Form 102 (IG complaints)  
or AF Form 635 (FWA complaints)
- Submit a letter
- Call a 'hotline'



# WHERE TO FILE A COMPLAINT

- Installation IG
- TAG / IG ( State IG )
- MAJCOM IG - For ANG, SAF / IG
- SAF/IG
- DoD/IG





# COMPLAINTS “THE PROCESS”

- You file a complaint with the IG
- IG reviews/determines acceptability
- Case investigated
- Case coordinated
- IG sends you response



# Writing Your Senator or Congressman???

- Your complaint
- Your representative
- Air Force Legislative Liaison (AF/LL)
- SAF/IG
- Referral through MAJCOM to OPR



# A Mass Mailing????

- You can write to more than one person or office at a time.....BUT
  - Only 1 point of contact (highest level)
  - The entire IG system slows down
    - Waits for referral
    - Best advice: start at lowest level



# IT TAKES TIME

- Use Your
  - Commander
  - Appeals Channels
  - 131 FW Installation Inspector General
- Resolving at lowest level is smartest use of time



## Word of Caution

- The answer you get may NOT always be the answer you want
- Just because you don't get the answer you want doesn't mean another investigation will occur



# SUMMARY

- The Inspector General system IS:
  - Labor intensive
  - Redundant
  - Multi-layered
  - Time consuming
  - Expensive

BUT



# Air Force Credibility

The Air Force will pay the price to ensure fair and equitable treatment for all members!



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**Fraud, Waste & Abuse Hotlines**

**DOD 24 Hour**

1-800-424-9098

**SAF/IG**

1-800-538-8429

**131 FWA Hotline**

314-527-6164

# Inspector General, MOANG-STL IG Complaints or Fraud, Waste & Abuse AFI 90-301

## THE INSPECTOR GENERAL (IG) COMPLAINTS PROGRAM

1. The Air Force has a well-established complaint program. You can get help quickly and fairly when you need someone to answer a question. You can make your complaint at any level in the IG system. No one may act against you just because you complained. If you think someone has acted against you just because you complained, tell an inspector or an IG.
2. The IG Complaints Program is described in AFI 90-301, **Inspector General Complaints Resolution**. This instruction tells you how to make a complaint and to whom you should talk. You may go to an inspector or IG at any level, but experience has shown commanders and supervisors are the people best equipped to resolve your complaints. Therefore, you are encouraged to discuss your problem with your supervisor or commander before coming to the IG.
3. The IG Complaints Program does not generally handle matters that are covered under other Air Force Instructions (AFIs) or directives.
4. If a policy directive or instruction provides a specific means of appeal, you must exhaust those appeal procedures. You must be able to allege that the process was mishandled or handled prejudicially before IG channels will process a complaint of mishandling. Mere dissatisfaction with the outcome is not sufficient basis for an IG review or investigation.