

# Before You Tell it to Your Inspector General

I Got A Beef  
With The System!

What steps should  
I take now?

- ✓ **Be sure you have a problem, not just a peeve.**
- ✓ **Give your chain of command a chance to solve the problem.**  
(Many problems must be addressed to the chain of command for resolution anyway).
- ✓ **If IG assistance is needed, contact your local IG first.**  
(IG's at higher commands will normally refer the case to the local IG for action)
- ✓ **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 take time, and IGs tend to have heavy workloads)
- ✓ **Be prepared to take "No" for the answer.**  
(In any case "Yes" or "No", the IG will explain why)

**Your SRMC IG can be contacted by phone: (210) 221-9977 DSN 471 Or Email:  
[usarmy.jbsa.medcom-srmc.list.inspector-general-dl@mail.mil](mailto:usarmy.jbsa.medcom-srmc.list.inspector-general-dl@mail.mil)**

**To complain without fear of reprisal is the right of any Soldier, Civilian, or Family Member seeking IG help. After all, problem solving is one of the IG's primary missions.**