

# FILING A COMPLAINT

**PLEASE READ "FREQUENTLY ASKED QUESTIONS" AND "HOTLINE TIPS" BEFORE CONTINUING TO FILE A COMPLAINT WITH THE COMMAND INSPECTOR GENERAL (IG)**

1. Avenues of Redress: In most situations law or regulations provide Marines and civilians a remedy or means of redress. Individuals must exhaust these venues before the IG can provide assistance. Once all available redress procedures have been used, to include utilizing his or her chain of command, IG assistance is limited to a review of the situation to determine if the individual was afforded due process provided by law or regulation.

2. Content of Complaint: To assist in the review of the complaint, provide as much of the following information as possible:

a. Your full name, rank, duty title, telephone numbers, residence telephone number and mailing address for receipt of correspondence from the IG.

b. The nature of the allegation. **Allegations or complaints must contain three elements; (1) who (2) did or failed to do what (3) in violation of what law, regulation, or standard.**

c. List key witnesses and the information they may have to support your allegation. Please include phone numbers or other information on how to contact the witnesses.

d. **Tell us specifically what you want us to do for you!**

3. Print and complete the [HOTLINE COMPLAINT FORM](#) and submit it using one of the following methods.

Mailing Address: Send your complaint to the following address:

COMMANDER  
MARINE CORPS INSTALLATIONS NATIONAL CAPITAL  
REGION-MARINE CORPS BASE QUANTICO  
OFFICE OF THE INSPECTOR (B 051)  
3250 CATLIN AVENUE SUITE 116  
QUANTICO VA 22134-5001

Email: [mcincr-ig-hotline@usmc.mil](mailto:mcincr-ig-hotline@usmc.mil)

FAX: (703) 784-3326

If your situation limits the ability to submit in one of the above manners you may call our telephone HOTLINE and someone will return your call.

**TELEPHONE HOTLINE**

**(703) 784-2392**

**24 hours**

4. Confidentiality: You may request to remain "confidential." This means your identity would not be released to individuals outside IG's office without your knowledge and consent. ***Absolute confidentiality is not guaranteed.***

5. Anonymity: You also have the right to remain anonymous. If you choose to remain anonymous, we will not be able to advise you of the status or outcome of your complaint. *Anonymous complaints are given the same attention as non-anonymous complaints.* However, it may be more difficult to determine whether an investigation is warranted without additional information. ***Absolute anonymity is not guaranteed.***

6. Investigative Merit: All complaints received will be reviewed to determine if an investigation is warranted. ***A complaint, in and of itself, does not guarantee an investigation.***