

Filing Inspector General (IG) Complaints

Thinking about filing an IG complaint? We always encourage working complaints at the lowest level and working them through your chain of command to your commander. Personal complaints and Fraud, Waste, and Abuse disclosures help commanders discover and correct problems affecting the productivity and morale of assigned personnel. Sometimes, however, you may not get your grievance answered and it may become necessary to bring your complaint to the IG channels. This handout tells you who can file a complaint, the different types of complaints, when to use the IG system, where to file your complaint and how to file your complaint.

Who May File Air Force IG Complaints?

Anybody can file an IG or Fraud, Waste, and Abuse (FWA) complaint. However, many Department of the Air Force (DAF) civilian complaints (e.g., discrimination, sexual harassment, and conditions of employment) must be addressed by agencies other than the IG (see table 2.9, located in AFI 90-301, *Inspector General Complaints Resolution*). The IG may also accept complaints from dependents or relatives of active duty members and retirees and their dependents. However, it's always best for the actual "victim" or person who witnessed the alleged wrongdoing to file the complaint. If you have a concern and are unsure if you should file a complaint, contact the 192 FW Inspector General office for guidance (contact information on back page).

What Types of Complaints Are Appropriate?

Any FWA and violations of law, Air Force Instructions, or policy should be reported through the appropriate grievance channels. The subject of your complaint must be an Air Force 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 the 192 Fighter Wing Inspector General's office for guidance.

When Are IG Complaints Appropriate?

Individuals should attempt to resolve FWA issues and personal complaints at the lowest possible level, using command channels before elevating them to the next higher level or to the IG. Further, complaints must be promptly filed within IG, command, or other grievance channels. IGs may dismiss a complaint if there is no FWA, recognizable wrong or violation of law, regulation, or policy. Also, complaints more than 1 year from the date of occurrence will normally be dismissed, unless there are extraordinary circumstances or special Air Force interests to justify an investigation. Remember, the sooner a complaint is filed, the better the chances are to resolve the matter.

Where (i.e., "With Whom") Should Complaints be Filed?

Complaints may be filed with a superior or commander in your chain of command, the 192 Fighter Wing Inspector General (192 FW/IGQ), the Virginia National Guard Deputy Inspector General (JFHQ Deputy IG-Air), another IG or other appropriate inspector, or within any established grievance channel. FWA complaints may be reported directly to the 192 FW/IGQ heidi.heinlein@us.af.mil or to the Air Force Audit Agency (AFAA), Air Force Office of Special Investigations (AFOSI), Security Forces, or other proper authority. Promptly advise AFOSI of suspected criminal misconduct or fraud.

You may submit your complaint to any IG at any level, including the Secretary of the Air Force Inspector General (SAF/IGQ) and the Inspector General, Department of Defense (DoD/IG). However, AFI 90-301 encourages IGs to resolve complaints at the lowest level. Therefore, a good "rule of thumb" is to determine the lowest level commander who can "fix" the problem and submit your complaint to that commander's IG. If you believe that commander is part of the problem, then submit your complaint to the IG of the next higher commander. You should generally start by submitting your complaint to your local Installation IG, who can provide guidance and determine if your complaint needs to be "elevated" to a higher level IG or placed in a different grievance channel.

How Should Complaints be Filed?

You should provide factual and relevant information related to the issue or complaint, preferably by completing (and signing) AF Form 102, *Inspector General Personal and Fraud, Waste, and Abuse Complaints Registration* (available at <http://www.e-publishing.af.mil> under Information Management Tool/Forms tab). However, if you do not have immediate access to an AF Form 102, you can simply prepare a letter and mail (or fax) it to the appropriate IG. Complaint letters should be signed, legible (preferably "typed"), and reproducible. They should include your rank/grade, name, organization assigned, home and duty addresses and phone numbers (commercial and DSN), and, if active duty, Social Security Number. FWA disclosures may be submitted on an AF Form 102, by letter, in person, or by FWA Hotlines.

List your allegation(s) briefly; however, be specific and avoid broad generalizations. For example, do not write, "My supervisor is a poor manager and abuses his subordinates." Instead, provide the name and rank of the specific person(s) you believe have done something wrong. Cite the specific instance(s) of wrongdoing. For example, state, "On 2 Dec 96, Major John P. Jones, Commander, 38 MSS, Craig AFB AL, directed SrA Glen Allen, A1C James Barker, and me to wash his POV." Briefly describe the circumstances surrounding the alleged incident. Multiple allegations must be clearly delineated so they can be easily recognized. Ensure you clearly express a violation of law, Air Force Instructions, or policy in each allegation.

When you file an IG complaint you are making an official statement; therefore, you are subject to punitive action if you intentionally make false

statements. When you sign an AF Form 102, you are signing a statement that says, "I fully understand that I am accountable for knowingly making untruthful, malicious, libelous or slanderous statements."

Also, filing an IG complaint will not normally delay or prevent completion of command actions such as reassignment, retirement, discharge, non-judicial punishment, etc. IGs do not have the authority to place individuals on administrative hold; that authority rests with commanders and the Air Force Personnel Center (AFPC).

If you feel you cannot discuss your concern with the 192 FW/IG, you may contact the next higher-level IG in the chain of command. **Individuals are encouraged to begin discussion to resolve their concerns at the lowest level in their chain of command.** The following is a list of contact information to the 192 FW/IG (Bldg 764) and higher level IGs:

192 FW/IGQ	DSN 575-3840	(757) 225-3840
JFHQ Deputy IG/Air	DSN 441-7803	(804) 236-7803
SAF/IG	DSN 425-1562	(800) 538-8429
DoD/IG	DSN 664-8569	(800) 424-9098

Lt Col Heidi Heinlein/IGQ

heidi.heinlein@us.af.mil

Comm 757-225-3840/DSN 575-3840

Lt Col Mark Widener

mark.w.widener.mil@mail.mil

Comm 804-236-7803/DSN 441-7803

Fraud, Waste and Abuse 24 Hour HOTLINE

(757) 764-5162

192d Fighter Wing



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