

IG Reference Guide

For Commanders and Directors



Holm Center Inspector General

INTEGRITY FIRST

SERVICE BEFORE SELF

EXCELLENCE IN ALL WE DO

Holm Center IG Reference Guide, July 2020



U.S. AIR FORCE



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IG COMPLAINTS RESOLUTION PROGRAM, AFI 90-301

Policy: The Air Force IG Complaints Resolution Program (CRP) is a leadership tool that indicates where commander involvement is needed to correct systemic, programmatic, or procedural weaknesses and ensures resources are used effectively and efficiently; resolves problems affecting the Air Force mission promptly and objectively; creates an atmosphere of trust in which issues can be objectively and fully resolved without retaliation or the fear of reprisal; assists commanders in instilling confidence in Air Force leadership.

Mission Focus

The primary charge of the Holm Center IG is to sustain a credible Air Force IG system by ensuring the existence of responsive complaint investigations through objectivity, integrity and impartiality. The IG ensures the concerns of complainants and the best interests of the Air Force are addressed through objective fact-finding.

- l. AFI 36-3208 Administrative Separation Airmen**
- m. AFI 44-109 Mental Health, Confidentiality, and Military Law**
- n. AFI 90-201 The AF Inspection System**
- o. AFI 90-301 Inspector General Complaints Resolution**
- p. AFI 90-401 AF Relations with Congress**

LIST OF USEFUL INSTRUCTIONS

- a. **DoDD 6490.1 Mental Health Evaluation of Members of the Armed Forces**
- b. **DoDI 6490.4 Requirements for Mental Health Evaluations of members of the Armed Forces**
- c. **AFI 36-32014 Commissioning Education Program**
- d. **AFI 36-2606 Reenlistments in the USAF**
- e. **AFI 36-2618 The Enlisted Force Structure**
- f. **AFI 36-2903 Dress and Personal Appearance of the AF Personnel**
- g. **AFI 36-2905 Fitness Program**
- h. **AFI 36-2907 UIF Program**
- i. **AFI 36-2909 Professional and Unprofessional Relationships**
- j. **AFI 36-2910 Line of Duty Determination**
- k. **AFI 36-3003 Military Leave Program**

Authority for IG Access to Air Force Records:

To carry out their responsibilities, IGs, IG staff members and Investigating Officers (IOs) must have expeditious and unrestricted access to, and copies of, all Air Force records, reports, investigations, audits, reviews, documents, papers, recommendations or other relevant material authorized by law and policy. Inspectors General are authorized access to all documents and to all other evidentiary materials needed to discharge their duties to the extent allowed by law and policy. No Air Force member or employee may deny an IG or a properly appointed IO such access. (AFI 90-301, para 1.9)



Commander & IG Partnership

The Chain of Command is the primary, preferred avenue for resolving complaints. The IG always asks complainants if they have sought relief through their Chain of Command. If the complainant has not gone through their Chain of Command and the allegation is within the commander's purview to address, the IG will normally contact the Commander and refer the issue to him/her for action.

IAW AFI 90-301, when referring a complaint the IG will refer the complaint in writing to the appropriate agency, commander or grievance channel. Included with the written referral will be the Referral Completion Report (RCR) template. The referral agency will provide a copy of the finished RCR and a courtesy copy of the closure response provided to the complainant to the IG for closure in the IG case file.

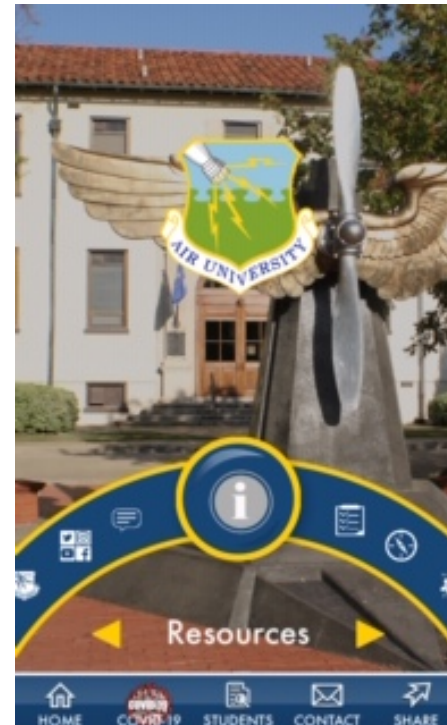
The following are a few matters normally referred to the commander for resolution.

- a. Maltreatment/Maltraining
- b. Hostile Work Environment
- c. Abuse of Authority
- d. Professional/Unprofessional relationships
- e. Any issue concerning good order and discipline (plagiarism/disenrollment)

If a complaint falls in the IG's purview to investigate, the Commander will be notified and asked to do the following:

- a. Summon witnesses
- b. Provide documents required as evidence
- c. Prevent the coaching of or interference with witnesses

Air University App



Download the Air University App to keep in touch and up to date with everything going on at Air University and the Holm Center.

For Android: <http://m360mobile.com/airuniversity/android/>

For IOS: <http://m360mobile.com/airuniversity>

CONTACT INFORMATION

Members may contact any IG to report wrongdoing, file a complaint, or ask a question.

- HC/IG: 334-953-8825/5725
(DSN 493)
- AU/IG: 953-6623
(DSN 493)
- 42 ABW/IG: 953-4944
- AETC/IG: 210-652-4460
(DSN 487)
- SAF/IG: 800-538-8429
- DoD/IG: 800-424-9098

**Holm Center Inspector General
Bldg 836, Room 208G
130 Maxwell Blvd E.
Maxwell AFB, AL 36112-6613**

d. Receive or appoint a responsible official to receive the hand-off of subjects following their interview

e. Take corrective action on substantiated allegations

IG Issues Reported to HC/IG, AU/IG, AETC/IG, SAF/IG and DoD/IG

Reprisal AFI 90-301, page 144

Definition: Taking or threatening to take an unfavorable personnel action, or withholding or threatening to withhold a favorable personnel action on a military member for making or preparing or being perceived as making or preparing to make a **Protected Communication (PC)**.

A broad definition of a protected communication is one where the disclosing member reasonably believes he or she has evidence of a violation of law or regulations, including laws or regulations prohibiting sexual harassment or unlawful discrimination, sexual harassment or unlawful discrimination, gross mismanagement, a gross waste of funds, an abuse of authority, or a substantial and specific danger to public health or safety. The member

then discloses this evidence to a member of Congress, the IG, IG staff, EO, Family Advocacy, law enforcement organizations, inspection or audit personnel, Squadron Commander, Flight Commander, Command Chief Master Sergeant, First Sergeant, or civilians leading an organization designated as a unit IAW 38-101.

An Adverse personnel action is any action taken on a member of the armed forces that affects or has the potential to affect (for example a threat) that military member's current position or career. Such actions include (but are not limited to):

1. A demotion
2. A disciplinary or other corrective action
3. A transfer or reassignment
4. A performance evaluation
5. A decision on pay, benefits, awards, or training
6. Referral for mental health evaluation
7. And/or any other significant change in duties or responsibilities inconsistent with the military member's rank.

FINAL THOUGHTS

The IG complaint system is invariably fair and thorough; however, it is generally not the fastest method, not ultimately any more effective than actions taken by commanders and supervisors.

Commanders and supervisors who are closest to an issue can zero in on the root of a problem and find the best solution.

AFI 90-301 states it well, "The lowest-level supervisor can often resolve complaints more quickly and effectively than the higher-level individual who is not familiar with the situation."

The job of commanders, supervisors and IGs is to help people with their problems. Together, we can ensure all who serve are mission-focused and combat-ready."

Finally, do not hesitate to give the Holm Center IG a call to discuss issues. The IG may report to the Holm Center Commander, but is always available to assist anyone.

Examples of potential reprisal

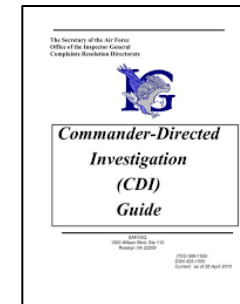
1. A military member goes to the IG and files a complaint of hostile working environment against his/her supervisor. The member receives an LOR from a supervisor in his/her chain. The LOR states the member embarrassed the squadron by going outside the chain of command with his/her issue for that he/she is receiving the LOR.
2. A military member files a complaint against his/her Flight Commander to the Squadron Commander alleging a violation of a law or regulation. The Flight Commander takes action against the complainant based on the complainant contacting the squadron commander. The Flight Commander removes him/her from the flight and ask the member's previous supervisors to write adverse MFRs about the member for his/her PIF, resulting in the member being "not recommended" for reenlistment.

Restriction AFI 90-301, page 145

Definition: Preventing or attempting to prevent members of the Armed Forces from making or preparing to make lawful communications to Members of Congress and/or an IG.

Commander Directed Investigation

Commander Directed Investigation (CDI). All commanders possess inherent authority to investigate matters or incidents under their jurisdiction unless preempted by a higher authority. The conduct of the CDIs does not fall under the authority of the Inspector General. SAF/IGQ has made a CDI guidebook available to assist commanders and their IOs in conducting CDIs.



A CDI is a tool to gather, analyze and record relevant information about matters of primary interest to command authorities. It, unlike an IG investigation, is not intended to be an outside look by an "independent" office. Rather it is an extension of the commander's authority to investigate and correct perceived problems within the command. The investigation is initiated by the commander and is internal to the command concerned.

Examples of Restriction include but are not limited to:

1. Telling someone you will drop the LOR being processed against them if they withdraw their IG complaint.
2. Telling someone that by filling a congressional complaint they have poisoned the atmosphere for their future within the unit.
3. Telling unit personnel that all issues must be worked within the chain of command.
4. Preventing someone from going to the IG.
5. Flight Superintendent makes a comment that all issues will go through me before you can discuss them with anyone else outside this flight.

According to Title 10 USC 1034, “No person may restrict members of the armed forces in communicating with a Member of Congress or an Inspector General.”

It is recommended that commanders and members of their organizations who supervises encourage their people to use the chain of command. Leave it at that! Never say, “If you have a problem or issue, you must use your immediate chain of command before you go to outside agencies such as the IG.” Why? Because you are opening yourself and your organization up to a potential allegation of restriction!

The better way to state this is to say, “If you have a problem or issue, I would like you to give the chain of command an opportunity to resolve it; however you are always free to go to the IG or another helping agency.”



EOO



Congress



OSI

Complaint Resolution Process

AFI 90-301, 28 Dec 2018



COMPLAINT FILED USING AF FORM 102
5 days per 2.5.1.
 (Tables 2.1 and 3.2)
 Generally - 60 days
 Reprisal - 1 year
 Restriction - No Limit



COMPLAINT CLARIFICATION



10 days
 (Table 3.3)

PROCESSING COMPLAINT
 (Table 3.4)

Rescinded by NOTIG 19-3 (11 Jun 2019)
 Decision should be reached within

