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**Inspector General Complaints  
CONGRESSIONAL INQUIRIES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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The purpose of this instruction is to assist 36th Air Base Wing (36 ABW) personnel in the preparation of responses to congressional inquiries. Congressional inquiries are a grievance channel open to all 36 ABW personnel and their family members. Congressional inquiries require timely response to the originating office. This instruction establishes the responsibilities of key personnel, standardizes the format and content of the response package, and defines the coordination cycle. This publication does not apply to the Air National Guard (ANG) and the Air Force Reserve and their units.

**SUMMARY OF REVISIONS**

This revision clarifies the IG process of congressionals received outside the IG channels. A bar (|) indicates revision from the previous edition.

**1. Responsibilities.**

- 1.1. The 36 ABW/IG is the single point of contact for tasking, coordinating, and replying to high level inquiries.
- 1.2. Responsibility for drafting replies to congressional inquiries rests with the flight, squadron, group commander, or division chief with the functional expertise to answer the questions.

**2. The Process.**

- 2.1. The 36 ABW receives numerous high-level inquiries (to include Congressional, Presidential, DoD, etc.). They will be processed expeditiously and within the guidelines provided in AFI 90-301, *Inspector General Complaints*, and AFI 90-401, *Air Force Relations with Congress*, with PACAF supplement 1.

2.2. In the event a wing member is contacted directly by an individual from a congressional office, refer that individual to SAF/LLI or the 36 ABW/IG office. Immediately inform 36 ABW/IG of the contact.

2.3. The 36 ABW/IG will review the inquiry and assign responsibility to the appropriate group, squadron or division.

2.4. The group commander, squadron commander, or division chief prepares the response package.

2.5. The group commander, squadron commander, or division chief coordinates the package through the group (if a squadron level complaint), SJA, and IG office.

2.6. 36 ABW/IG submits the package to 36 ABW/CCE.

2.7. 36 ABW/CCE reviews and forwards the package to 36 ABW/CC for signature.

2.8. 36 ABW/CC signs the package and returns it to 36 ABW/CCE.

2.9. 36 ABW/CCE returns package to 36 ABW/IG.

2.10. The IG division will ensure the package is forwarded to the appropriate agencies.

### **3. Contents of Congressional Package.**

3.1. Air Force Form 1768, **Staff Summary Sheet** (see **Attachment 4** for information).

3.2. Response letter for 36 ABW/CC to AFPC/CCXI, MAJCOM, DRU, or FOA.

3.3. Copy of Congressional inquiry.

### **4. Follow-up Action.**

4.1. If the inquiry reveals an actual deficiency, follow-up action is required. The group commander, squadron commander, or division chief and the IG determine if the deficiency is a one-time occurrence or if a systemic problem exists.

4.2. If a systemic problem exists, the IG writes a finding against the appropriate flight, squadron, group, or division.

4.3. The appropriate flight, squadron, group commander, or division chief develops and implements corrective action. The commander or division chief's actions will be staffed through the appropriate chain of command.

4.4. The 36 ABW/CC is the approval authority for corrective actions.

4.5. Open findings are tracked at the monthly IG update and the 36 ABW/CCE establishes a wing suspense for the Wing Staff meeting.

JOSEPH F. MUDD, JR., Colonel, USAF  
Commander, 36th Air Base Wing

**Attachment 1****GLOSSARY OF REFERENCE AND SUPPORTING INFORMATION*****References***

AFI 90-301, *Inspector General Complaints*

AFI 90-401, *Air Force Relations With Congress*

AFI 90-401, *Air Force Relations With Congress*, PACAF Supplement 1

***Abbreviations and Acronyms***

**ABW**—Air Base Wing

**ABW/CC**—Air Base Wing Commander

**ABW/CCE**—Air Base Wing Executive Officer

**ABW/CV**—Air Base Wing Vice Commander

**ABW/IG**—Air Base Wing Inspector General

**ABWI**—Air Base Wing Instruction

**ABW/JA**—Air Base Wing Judge Advocate

**AFI**—Air Force Instruction

**AFLSA/JAJM**—Air Force Legal Service Agency Military Justice Division

**AFPC/MSH**—Air Force Personnel Center High Level Inquiries Division

**AF/SG**—The Air Force Surgeon General

**ANG**—Air National Guard

**CONS**—Contracting Squadron

**DRU**—Direct Reporting Unit

**FOA**—Field Operating Agency

**HQ PACAF/IGQ**—Headquarters Pacific Air Forces, Office of The Inspector General, Inquiries Directorate

**MAJCOM**—Major Command

**MDG**—Medical Group

**SAF/AQCX**—Secretary of the Air Force Chief of Contact Support Division

**SAF/IGQ**—Secretary of the Air Force Office of The Inspector General, Inquiries Directorate

**SAF/LLI**—Secretary of the Air Force Legislative Liaison, Congressional Inquiry Division

**SJA**—Staff Judge Advocate

## Attachment 2

### ANSWERING HIGH LEVEL INQUIRIES

**A2.1.** High level inquiries normally mean Congressional inquiries but may be generated by other such levels to include the Department of Defense and the President.

A2.1.1. The governing directive is AFI 90-401, *Air Force Relations with Congress*, with PACAF supplement 1.

A2.1.2. This instruction directs the procedures for handling inquiries locally.

**A2.2.** Normally, the inquiry is routed through SAF/LLI and/or AFPC/CCXI directly to the 36 ABW/IG office with the following exceptions:

A2.2.1. Guam Congressional Delegate routes inquiries directly to the 36 ABW/CC office.

A2.2.2. AF/SG routes inquiries concerning quality of medical care directly to the 36 MDG.

A2.2.3. AFLSA/JAJM routes inquiries regarding legal actions directly to 36 ABW/JA.

A2.2.4. SAF/AQCX routes inquiries about contracting issues directly to 36 CONS.

A2.2.5. AFPC/CCXI routes inquiries about personnel matters directly to the 36 MSS/DPM.

A2.2.6. If the matter is deemed an IG issue (e.g., allegations of reprisal, improper mental health referral, etc), then LLI normally takes the matter to SAF/IGQ and it flows through HQ PACAF/IGQ to 36 ABW/IG for determining whether an investigation is warranted.

**A2.3.** Responses go back to the tasking agency **after** being coordinated with the group commander, legal, and IG and released by the wing commander. In accordance with the guidance published in the PACAF Supplement to AFI90-401, dated 1 Jul 02, Directors, NAF/CCs, and WG/CCs must obtain PACAF/CC approval prior to release for replies that are either sent directly to a member of congress, or those replies that concern sensitive or controversial matters.

A2.3.1. Copies are sent to HQ PACAF/IGQ and CCX.

**A2.4.** Rules of engagement.

A2.4.1. Normal suspense from time of our receipt is 48 hours, which includes time for the legal, IG and command section coordination. This gives the unit a day to answer and coordinate through the group commander. Extensions must be requested through the 36 ABW/IG as soon as it is determined the unit needs additional time.

A2.4.2. **READ** the inquiry and sort out what the primary issues are. A recommended technique you can use is to make a copy of the letter and highlight the issues as you read through the inquiry. Often the root issues are buried in an emotional or wordy letter.

A2.4.3. Respond to the issues in the following matter:

A2.4.3.1. The first paragraph should indicate whom the response is to, the complainant's name, and the general nature of the complaint.

A2.4.3.2. The second paragraph should be a brief background. Remember the person reading the response doesn't have your knowledge of the person or the situation.

A2.4.3.3. The remaining paragraphs should clearly outline the issues as presented in the inquiry and present a direct, succinct answer.

A2.4.4. Use the recommended format in **Attachment 4** for the staff summary package. Include any background information in the tabs but understand the only thing sent out is the double spaced draft response.

A2.4.5. Be sure to obtain the complainant's approval to release the information to the inquirer, which may include their parents. Even if the individual appeared to be the author of the letter, we still get a third party release to protect the information. If the individual will not consent, we still draft a response and let the tasking agency know that the information is not to be released.

A2.4.6. Include a disk with the response on it, so minor edits can be made as needed. The 36 ABW/IG will coordinate with the responding agency before making substantial changes. **REMEMBER:** Keep a copy of the package for reference. Packages have been known to disappear and a copy may keep you from having to recreate the entire package.

A2.4.7. Coordinate through the squadron and group commander and then take the response to the legal office for their review. Call 36 ABW/IG to let them know legal has the package so it can be tracked.

A2.4.8. You may receive the package directly from the command section for a rewrite. Contact 36 ABW/IG when this happens so they can track the progress of the package. Return the corrected package to 36 ABW/IG for final review. Include the initial draft with any edits with the corrected package. **NOTE:** Be sure to update the letter and Staff Summary Sheet with any additional information you may have received since the original package was drafted.

## **A2.5.** Final words of wisdom.

A2.5.1. If you receive a high level inquiry, contact the 36 ABW/IG and fax a copy to their office as soon as possible. The 36 ABW/IG may have additional information but do need to know there is an inquiry on base.

A2.5.2. The answer going out of the 36 ABW will be coordinated through both JA and IG. In all cases, the release authority will be the wing commander.

A2.5.3. Responses to high level inquiries are not usually too difficult to answer but they are time constrained, so work them hard and the 36 ABW/IG will work to get them off base as soon as possible.

**Attachment 3**

**SAMPLE THIRD PARTY RELEASE**

(Date)

I, (Name, Rank, SSAN), do/do not hereby authorize release of information to (name of the individual(s) that information will be released), e.g., Congressperson, parents, others requesting information pertaining to specify subject of the inquiry, e.g., separation, discipline, medical treatment, etc. If the individual would like to put limits on what is released, they may do so.

Signature Block	Date	Witness Signature Block	Date

**NOTES:**

1. Third party release is required even if the individual wrote the letter to the Congressperson, etc. to ensure they know 36 ABW/IG is responding to their correspondence and someone is not using their name. This protects us from releasing personal information inadvertently.
2. The witness can be anyone in the unit, but preferably an NCO or above in a supervisory position.
3. Make sure the individual strikes out one of the two options (do/do not). If the individual does not want the information released, it will still be sent to the tasking organization but not released to the Congressperson, etc.

**Attachment 4**

**STAFF SUMMARY SHEET EXAMPLE INFORMATION**

Minimum coordination required:

Group CC - Coord

36 ABW/JA - Coord

36 ABW/IG - Coord

36 ABW/CCEA - Log

36 ABW/CV - Coord

36 ABW/CC - Release

36 ABW/IG - Action

Subject: *Congressional, Presidential, etc. Inquiry,*

Summary:

**ISSUE:** Respond to inquiry from *name of Congressperson with state in () or name of official and title regarding name of complainant, unit, and general nature of issue, e.g. separation, Article 15, son/daughter's well being.*

**BACKGROUND:** *Briefly present the events leading to the inquiry. Use tabs to provide documentation or more in-depth information.*

**DISCUSSION:** *Describe the thought process used to arrive at the answer and provide any additional information in the tabs to support the discussion.*

**CONCLUSION(s):** *Address any conclusions that you might draw. If none, leave this section out.*

**RECOMMENDATION:** 36 ABW/CC approve release of draft response at Tab 1 (*item for approval or signature should always be at Tab 1*).