

THE INSPECTOR GENERAL (IG) COMPLAINT PROGRAM

1. The Air Force has a well-established complaint program. You can get help quickly and fairly when you need someone to answer a question. You can make your complaint at any level in the IG system. No one may act against you just because you complained. If you think someone has acted against you just because you complained, tell an inspector or an IG.
2. The IG Complaints Program is described in AFI 90-301. This instruction tells you how to make a complaint and to whom you should talk. You may go to an inspector or IG at any level, but experience has shown commanders and supervisors are the people best equipped to resolve your complaints. Therefore, you are encouraged to discuss your problem with your supervisor or commander before coming to the IG.
3. The IG Complaints Program does not generally handle matters that are covered under other Air Force Instructions (AFI's) or directives. The following list provides for appropriate referral to agencies with programs for the redress of these complaints. This list is not all inclusive of every type of complaint that can be handled by other appeal channels.

Type of Complaint

Military Equal Opportunity (MEO) Issues: race, color, sex, religion, or national origin
(Civilians) Conditions of Employment and Equal Employment Opportunity
(Civilians) Nonappropriated Fund employee reprisal
Administrative Separations (Enlisted)
Officers
Reserves
Air Force Reserve Matters
Equal opportunity in off-base housing
Landlord or tenant disputes
Claims against the Government
Correction of military records
Appeal of an Officer or Enlisted Evaluation Report or a Promotion Recommendation Form (PRF)
Support of dependents and private indebtedness
Suggestions
Fraud, Waste and Abuse
Change to an instruction/regulation
Punishment under UCMJ
Article 138, UCMJ (Complaint of Wrong)
Hazardous working conditions (unsafe/unhealthy)
Elimination from training

Reference

AFI 36-2706 / MEO Office
Servicing Civilian Personnel Flight or Chief EEO Counselor
IG, DoD
AFI 36-3208
AFI 36-3207
AFI 36-3209
AFI 36-2115
AFPD 32-60
AFI 32-6001
AFI 51-502
AFI 36-2603
AFI 36-2401
AFI 36-2906
AFI 38-401
AFI 90-301
AFI 33-360V1
AFI 51-201
AFI 51-904
AFI 91-302
AETC Directives

4. If a policy directive or instruction provides a specific means of appeal, you must exhaust those appeal procedures. You must be able to allege that the process was mishandled or handled prejudicially before IG channels will process a complaint of mishandling. Mere dissatisfaction with the outcome is not sufficient basis for an IG review or investigation.

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THE INSTALLATION INSPECTOR GENERAL

**FOR AN APPOINTMENT
CALL: 6-2183 or 5-6366
FAX IG AT: 5-6337**

**Or Stop By---
BUILDING 7015, ROOM 113**

**30 SW 24 HOUR Fraud, Waste &
Abuse (FW&A) HOTLINE: 5-8179
From non-Govt. Phone: 605-8179**

**DoD 24 Hour HOTLINE, CALL:
1-800-424-9098**