

Step 1: **Determine the best method to address your issue.**

Complainants should attempt to resolve FWA issues and personal complaints at the lowest possible level using supervisory channels before addressing them to a higher-level or the IG. Among the channels a member should consider first are chain of command, chaplain, ADC, EO, and civilian union representative for civilian employees. The IG system should be used when there is fear of reprisal or referral through supervisory channels would be futile.

The IG Complaints Resolution Program may not be used for matters addressed through other established grievance or appeal channels, unless there is evidence that those channels mishandled the matter or process.

If a policy directive or instruction provides a specific means of redress or appeal of a grievance, complainants must exhaust those procedures before filing an IG complaint. Complainants must provide evidence that the process was mishandled or handled prejudicially before IG channels will process a complaint of mishandling. Mere dissatisfaction or disagreement with the outcome or findings of an alternative grievance or appeal process is not a sufficient basis to warrant IG investigation. Table 3.7 in AFI 90-301 outlines agencies with established programs for the redress of other complaints. This table is **not** all inclusive.

Step 2: **Review the Frequently Asked Questions (FAQs).**

Who may use the Hotline?

Anyone can file a hotline complaint.

Is there a time limit to file a complaint?

Generally, you should submit your complaint within 60 days of the date the alleged wrongdoing occurred. IG complaints not reported within 60 days may seriously impede the gathering of evidence and testimony. The IG may dismiss a complaint if, given the nature of the alleged wrong and the passage of time, there is a reasonable probability that insufficient information can be gathered to make a determination, and/or no special Air Force interests exist to justify investigating the matter. However, we will consider complaints over 60 days old if you can demonstrate you were unable to meet the time requirement due to extraordinary circumstances or unforeseen delays.

What outcome will an IG contact have?

An IG contact will have one of five resolution strategies. These are assist, dismiss, referral to an agency outside the IG Complaints System, transfer to another IG or investigate. Historically, less than 1% of all IG contacts result in an IG investigation.

Can I remain anonymous or request confidentiality??

You may remain anonymous, but we will not be able to contact you for more information or provide you with complaint resolution. You may request confidentiality, and the IG will make every effort to prevent disclosure of your identity, but we cannot guarantee confidentiality.

How do you submit a hotline complaint?

We encourage you to submit the allegation(s) in writing by e-mail, fax, letter, or using the online complaint form (AF Form 102). Our experience has shown that written complaints are more organized and provide more details.

How do you determine the status of your investigation or obtain a copy of the report?

Contact the IG office where you submitted your complaint. While the investigation is ongoing, we can only tell you whether the case is open. Once the investigation is closed, the IG will send you a letter to inform you whether your allegations were substantiated or not substantiated. You may submit a request under the Freedom of Information Act to the FOIA manager at extension 3235 to obtain a redacted copy of the report.

Step 3: Prepare to submit your complaint.

Complainants must cooperate with the IG by providing factual and relevant information regarding the issues and/or allegations. If complainants do not cooperate, the IG may dismiss the complaint if the lack of information leaves the IG unable to conduct a thorough complaint analysis. Fill out AF Form 102, Section I, as completely as possible. If you need additional room, use a plain sheet of white bond paper to provide as much information as possible.

An IG will ask you to provide the following information:

If alleging wrong doing, the IG will need to know who, did what, when, in violation of what standard.

What do you want from the IG?

Remember, the more detailed information you provide the better we can assist you.

Step 4: Contact your Wing/Installation IG for assistance on how to file your complaint.

Two important items to remember: a complainant may address their issues to any level without following the chain of command. If the complaint is addressed to a higher level, the complaint is usually transferred to the unit of the complaint.

341 MW IGQ:

Voice Comm: (406) 731-7091
Voice DSN 632-7091
FW&A Hotline Comm: (406) 731-6669
DSN: 632-6669
E:mail: 341 MW/IG@malmstrom.af.mil

SAF IG:

Comm: (800) 538-8429
DSN: 425-8429
Website: www.ig.hq.af.mil/igq

HQ AFGSC IGQ:

Comm: (318) 456-4869
DSN 781-4869

DOD/IG:

Toll free (800) 424-9098
E-mail: hotline@dodig.osd.mil
Website: www.dodig.osd.mil/hotline

Report allegations of suspected treats to homeland security to OSI or DoD Inspector General

- [We encourage everyone to start at the lowest level.](#)
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