

# INQUIRIES & COMPLAINTS

## The Inspector General (IG) Complaint Program

1. The Air Force has a good complaint system. You may file a complaint if you reasonably believe inappropriate conduct has occurred or a violation of law, policy, procedure or regulation has been committed. You can file a complaint at any level in the IG system if you are unable to resolve your complaint within your chain of command. No one may take reprisal action against you because you filed a complaint. If you believe adverse action has been taken against you because of your complaint, tell an inspector or an IG.

2. The IG Complaint Program is described in AFI 90-301. The Air Force Instruction tells you how to make a complaint and who you should talk to. You may go to an inspector or IG at any level, but experience has shown that commanders and supervisors can best solve complaints. For this reason, you are encouraged to discuss your problem with your supervisor or your commander before coming to the IG. However, this is not absolutely necessary.

3. Some matters are not appropriate for the IG. These are matters where an established grievance or appeal channel already exists. The table below shows by type the reference you must use. You should always attempt to resolve matters as provided by established processes, specific laws or regulations/instructions. This table does not list every type of complaint that is handled by other appeal channels.

Type of Complaint	Reference to Use
<i>Civilians</i> -- conditions of employment (personnel policies, practices, and matters affecting working conditions) or, EEO issues (discrimination based on age, race, color, sex, religion, disability, or national origin), or reprisal against a civil service employee	Servicing Civilian Personnel Flight (CPF) in accordance with civilian grievance system (either Administrative IAW AFI 36-1203 or Negotiated IAW locally negotiated agreements). EEO Complaints should be referred to the Chief EEO Counselor for processing IAW AFI 36-1201.
<i>Civilians</i> -- Nonappropriated Fund (NAF) employee conditions of employment issues or reprisal	Servicing NAF Employment Office (conditions of employment), IG or DoD for reprisal allegations
Military Equal Opportunity (MEO) and Treatment	Military Equal Opportunity Office -- AFI 36-2706
Administrative Separations	Military Personnel Flight (MPF) -- AFI 36-3208 (Enlisted), AFI 36-3207 (Officers), AFI 36-3209 (Reserves & ANG)
Air Force Reserve Assignment matters	HQ AFRC/DP -- AFI 36-2115
Equal Opportunity in off-base housing	Housing Referral Office -- AFD 32-60
Landlord or tenant disputes	Commander -- AFI 32-6001
Claims against the Government	Staff Judge Advocate (SJA) -- AFI 51-502
Correction of military records	SAF/MIBR (AFBCMR process) -- AFI 36-2603
Appeal of an Officer Performance Report (OPR), Enlisted Performance Report (EPR), or Promotion Recommendation Form (PRF)	SAF/MIBR (AFEARB process) -- AFI 36-2401
Support of Dependents and Private Indebtedness	Subject's commander or DFAS -- AFI 36-2906
Suggestions	Suggestion Monitor or AF/PE -- AFI 38-401
Change to an Instruction/Regulation or current policy guidance	HQ USAF OPR -- AFI 33-360, Vol 1
LOC, LOR, or Article 15 (other than discrimination/reprisal)	Chain of command, Area Defense Counsel (ADC) or HQ AFLSA/JAJM
Punishment under UCMJ	ADC or HQ AFLSA/JAJM -- AFI 51-201
Article 138, UCMJ (Complaint of Wrong)	ADC or SJA -- AFI 51-904
Hazardous Working Conditions (unsafe or unhealthy)	Safety Office -- AFI 91-301
Elimination From Training	HQ AETC/IG (AETC directives)
Medical Treatment	Surgeon General for Quality Assessment or Medical Incident Investigation (MII) -- AFI 44-119
Tricare Complaints	Tricare Benefits Services Office
Allegations of homosexual conduct	Commander -- AFI 36-3208 (Enlisted), AFI 36-3207(Officers), AFI 36-3209 (Reserves & ANG)
Misuse or abuse of government vehicles	Transportation Squadron -- AFI 24-301
Unprofessional Relationships/Adultery	Commander -- AFI 36-2909
Allegations regarding non-AF organizations or agencies	Specific agency, Service IG or Defense Hotline
Allegations of reprisal by DoD contractors	IG or DoD
Allegations against Military Defense Counsel	Chief Circuit Defense Counsel
Anti-Deficiency Act violations	SAF/FM -- AFI 65-608

4. **Your Inspector General is [Name].** You may contact the Inspector General's office by visiting building 755, room 302 or by calling 782-4850 or 4320.

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