

**BY ORDER OF THE COMMANDER  
AIR EDUCATION AND TRAINING  
COMMAND**



**AIR FORCE INSTRUCTION 90-301  
AIR EDUCATION AND TRAINING  
COMMAND  
Supplement**

**20 OCTOBER 2016**

**Special Management**

**INSPECTOR GENERAL COMPLAINTS  
RESOLUTION**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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AFI90-301, *Inspector General Complaints Resolution*, is supplemented as follows: This supplement provides guidance and procedures for the HQ AETC complaints resolution program. It applies to all AETC units and AETC-gained units, including AETC Air Force Reserve Command (AFRC) and Air National Guard (ANG) units. Locally-developed instructions or supplements will not be less restrictive than AF instructions (AFIs) or this supplement. AETC subordinate units will send their supplements to Air Force Instruction (AFI) 90-301 to HQ AETC/IGQ for review before publishing. AETC-gained AFRC and ANG units will send their supplements to AFI 90-301 to HQ AFRC/IGQ and NGB-IGD, respectively, and to HQ AETC/IGQ for review before publishing. Refer recommended changes and questions about this publication to the Office of Primary Responsibility using the Air Force Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional chain of command. This instruction requires collecting and maintaining information protected under the Privacy Act of 1974 as authorized by 10 USC 8013 and 8020. System of Records Notice F090 AF IG B, Inspector General Records, applies. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW Air Force Manual (AFMAN) 33-363, Management of Records, and disposed of IAW Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). The authorities to waive wing/unit level requirements in this publication are identified with a Tier ("T-0, T-1, T-2, T-3") number following the compliance statement. See AFI 33-360, *Publications and Forms Management*, for a description of the authorities associated with the Tier

numbers. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority.

### ***SUMMARY OF CHANGES***

This supplement is substantially revised and must be completely reviewed. Major changes include realignment of supplemented items to those in the revised parent instruction, tiering of supplemented items, and additional guidance on processing of 10 U.S.C. 1034 actions.

1.7.7. If appointing authority is delegated, provide AETC/IGQ a copy of the delegation memorandum. (T-2).

1.9.5.1. **(Added)** AETC/IGQ and the IG offices established under the provisions of this paragraph will maintain a copy of the original request and SAF/IG approval. (T-2).

1.17.10.1. **(Added)** SAVs of AETC IGQ programs are only conducted after authorization by AETC/IG. Unit commanders will request authorization in writing a minimum of 30 days prior to the desired SAV. After approval, AETC/IGQ will coordinate SAV with unit IG and IGQ staff. A SAV may be directed by AETC/IG for cause. (T-2).

1.17.19. **(Added)** Conduct annual MAJCOM IGQ training. Preferred method is annual training conference at JBSA Randolph in Oct-Dec timeframe. Training methodology will be adjusted based on fiscal and mission requirements. (T-2).

1.17.20. **(Added)** Publish a quarterly electronic AETC IGQ periodical (newsletter) to aid in continuation training of AETC-assigned IGs and IGQ staff. Unit IGs and IGQ staff are encouraged to submit suitable articles to AETC/IGQ. (T-2).

1.19.13. AETC tenant/associate IGs and IGQ staff are responsible for education of their serviced AETC population. Coordinate education program with host/installation IG as necessary. (T-3)

1.19.15. With unit commander approval, the requirements of this paragraph can be satisfied using the Commander's Inspection Program and Wing Inspection Team activities as outlined in AFI 90-201, *The Air Force Inspection System*. If a unit visit is conducted by IGQ staff and not part of the CCIP, then the unit visit will be documented in ACTS using the guidance in the AFCRPSG. (T-2)

1.33.1.6. Send waiver requests in writing to AETC/IGQ. AETC/IGQ will establish an ACTS user account upon completion of a local training program and waiver approval. Unit ACTS administrators will not establish ACTS user accounts for newly assigned personnel.

1.33.1.8. **(Added)** For assigned/owned cases in NEW or COMPLETED status in ACTS, update case status with a new case note, as a minimum, every 2 weeks. (T-2).

1.33.1.9. **(Added)** Enter one or more of the following keywords, as appropriate, at the beginning of the Nature of Complaint narrative in ACTS: Fraud; Waste; Abuse; Reprisal; Restriction; Senior Official; Non-IG O-6; Congressional; Non-IG Congressional, etc. This list is not all inclusive. To protect privacy interests, do not enter names in the Nature of Complaint field in ACTS. (T-2).

1.33.1.10. **(Added)** Simple follow-up inquiries or comments by the complainant on a closed case will normally be documented via a case note in the existing ACTS record. Open a new

ACTS FRNO if the complainant is appealing the existing IG determination or presents new evidence and/or a different complaint.

1.33.1.11. **(Added)** Name or title attachments in ACTS so that the content and purpose of the attachment is obvious. When possible, the actual file name should mirror the attachment title. Examples: AF IMT 102 Jones 10 Dec 15; Atch 1-10 Nov 15 LOR Jones; Sec I Tab B-2-502 ABW JA Legal Review 15 Dec 15.

3.34.9. **(Added)** Appointing authorities may request IO support in writing from the AETC/IG. Workload permitting, AETC/IG will designate a qualified AETC/IGQ staff member to serve as the IO. Appointing authority, IG, and JA responsibilities as outlined in this instruction are not affected; the AETC/IGQ staff member will function solely as a trained IO responsible to the AA and IG. The MAJCOM investigation quality review, when applicable, will be accomplished by a different AETC/IGQ staff member than the person designated as the IO.

3.36.4. An investigation plan will be accomplished for all 10 USC 1034 investigations. (T-2).

3.39.8. An investigation plan will be accomplished for all 10 USC 1034 investigations. (T-2)

3.40.1. File a copy of the Certificate of Training in Section I, Tab K, of the physical case file and in the corresponding folder in ACTS. (T-2).

3.40.13. An investigation plan will be accomplished for all 10 USC 1034 investigations. (T-2)

3.42.2.6. **(Added)** If the complainant, subject/suspect, or any witness indicates that an individual should be interviewed during the course of the investigation and that individual is not interviewed as a witness, the IO will explain the rationale for not conducting an interview in Section II, Tab B, of the ROI. (T-2).

3.51.1.1. The IO will sign and date the report at the end of Section II, Tab C. (T-2).

3.51.1.2. The appointing authority will approve the report via signature and date in Section II, Tab D or E, as appropriate. (T-2).

3.51.1.3. Document the appointing authority decision in Section II, Tab B. (T-2).

3.52.1.1. **(Added)** The AETC-required file name and title format for attachments included in the ACTS investigation case folders is SECTION NUMBER followed by TAB letter followed by TAB NUMBER followed by DESCRIPTION OF ATTACHMENT. Examples are: I\_B\_1-42 ABW/JA Legal Review 14 Dec 15; III\_C\_1-Complainant Smith Testimony 13 Dec 15; I\_F\_2-Subject Noname Initial CC Notify 17 Nov 15. (T-2).

3.55.1. File periodic updates provided to the subject/suspect as part of an IG investigation in Section I, Tab K, Administrative Documents. In ACTS, place in the Interim Letters folder of the Administrative Documents folder in the Investigation Section I folder. (T-2).

3.55.3. File interim responses provided to the subject/suspect as part of an IG investigation in Section I, Tab K, Administrative Documents. In ACTS, place in the Interim Letters folder of the Administrative Documents folder in the Investigation Section I folder. (T-2).

3.57.4. **(Added)** For all investigations, the IG will document the results of the quality review in writing. Use the SAF/IGQ Quality Review Checklist from the AFCRPSG for 10 USC 1034 investigations. Use of the AETC/IGQ Investigation Quality Review Checklist from the

AETC/IGQ SharePoint website is recommended. File completed checklists in Section III, Tab E, of the case file. (T-2).

6.5.5. **(Added)** Upon receipt of reprisal notification, AETC/IGQ will designate a MAJCOM action officer to provide oversight of the RCA and/or investigation. IGs conducting an RCA or reprisal investigation will coordinate an interim quality review with the designated AETC/IGQ action officer prior to finalizing the analysis or ROI. (T-2).

6.7.7. The recommendation will be filed in Section I, Tab D, of the case file and ACTS. (T-2).

7.5.4. **(Added)** Upon receipt of restriction notification, AETC/IGQ will designate a MAJCOM action officer to provide oversight of the complaint analysis and/or investigation. IGs conducting a restriction complaint analysis or restriction investigation will coordinate an interim quality review with the designated AETC/IGQ action officer prior to finalizing the analysis or ROI. (T-2).

8.3.2.1. **(Added)** IGs must not use the authority granted under AFI 90-301 to process non-IG congressional inquiries. Authority to research and respond to non-IG congressional inquiries stems from the commander and AFI 90-401. See AFI 90-401\_AETCSUP for AETC-specific requirements and guidance.

8.3.2.2. **(Added)** Upon receipt of a non-IG congressional inquiry, IGs will email a copy of the inquiry to AETC/CCX and AETC/IGQ. Do not use the IG disclaimer on non-IG congressional correspondence and e-mails. Enter the inquiry in ACTS IAW the guidance in the AFCRPSG. (T-2).

8.3.3. **(Added)** IGs receiving a non-IG congressional inquiry with embedded IG issues must clearly delineate what actions will be accepted into the IG CRP for resolution and what issues will remain in the non-IG congressional process. In addition to the notification in paragraph 8.3.1, notify the tasking agency and AETC/IGQ of the determination. If required, create a new ACTS record to address the issues placed into the IG CRP and continue to process the non-IG congressional issues using the original ACTS record. Ensure the ACTS case notes clearly describe actions taken including ACTS FRNOs to allow cross-reference to both the non-IG and IG congressional records. (T-2).

8.6.3. **(Added)** For non-IG congressional inquiries, case notes should summarize what actions were taken to address the issues in the non-IG inquiry. In addition, add a case note summarizing the determination/findings provided back to the tasking agency; this case note will be used to provide information to the AETC/CV in the quarterly report on non-IG Congressional activity in AETC required by AFI 90-401\_AETCSUP. (T-2).

8.6.4. **(Added)** For non-IG congressional inquiries containing allegations against a colonel equivalent or substantiated adverse information against an O-4/O-5, ensure the requirements of **Chapter 5** are met before closing the ACTS record.

10.5.4.1. **(Added)** The term FWA refers to a general category of complaint. The complaint analysis should clearly characterize each issue or allegation as either fraud, waste, or abuse based on the definitions in **Attachment 1**. Consult JA, as required. (T-2).

11.4.2.1. **(Added)** Attach an HCR template, the complaint, and any desired supplemental guidance to the referral memorandum. Referral agencies should not provide a final response to the complainant. Suspend the referral agency so that required quality reviews at the local IG

level, AETC/IGQ and SAF/IGQ may be accomplished in time to provide the HCR back to DoD Hotline by the original suspense. Transfer the ACTS FRNO back to AETC/IGQ once the HCR is complete and attached. (T-2).

11.4.3.1. **(Added)** Attach an HCR and RCR template, the complaint, and any desired supplemental guidance to the referral memorandum. The referral memorandum should clearly explain that an HCR is required only if the referral agency inquiry results in corrective action. Request the referral agency complete and return the RCR if no corrective action is taken. Referral agencies should not provide a final response to the complainant. Transfer the ACTS FRNO back to AETC/IGQ once the RCR or HCR is complete and attached. (T-2).

13.4.3. If the e-mail contains protected IG information insure the beginning of the e-mail also contains the IG disclaimer shown in paragraph **13.4.2.1**: “This e-mail contains FOR OFFICIAL USE ONLY (FOUO) information which must be protected under the Privacy Act and AFI 33-332. This is a protected document. It will not be released (in whole or in part), reproduced or given additional dissemination (in whole or in part) outside of inspector general channels without prior approval of The Inspector General (SAF/IG) or designee.” Do not include the IG disclaimer on e-mails that transmit non-IG congressional inquiries. (T-2).

13.4.3.1. **(Added)** The email header requirement in paragraph **13.4.3** is a minimum requirement. Add additional protections provided under HIPAA, Medical Quality Assurance, etc., as necessary.

13.18.2. AETC/IGQ is the OPR for making release determinations for AETC-wide IG complaint resolution program (CRP) records requested under the FOIA/PA. Coordinate any requests received with AETC/IGQ prior to responding to any requestor or tasking agency. Requests must be made in writing. Requesters may be referred to <http://www.foia.af.mil/>; this AF FOIA site has a link for electronic submission of AF FOIA requests (i.e., e-FOIA). (T-2).

15.6.2. In addition, do not apply civil liberty reporting to non-IG congressional inquiries. Do apply civil liberty reporting to non-IG colonel equivalent and O-4/O-5 cases entered into ACTS. (T-2).

PETER F. DAVEY, Colonel, USAF  
Inspector General

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

No additional references

***Prescribed Forms***

No forms are prescribed by this supplement

***Adopted Forms***

No additional forms are adopted by this supplement