



INSPECTOR GENERAL

United States Marine Corps



★ HONOR ★ COURAGE ★ COMMITMENT ★

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COMPLAINT ANALYSIS

AGENDA

- Complaint Analysis Overview
- Issues vs. Allegations
- Practical Exercise



COMPLAINT ANALYSIS REVIEW

- Goal – 5 Days or less
- Conversation with the Complainant
- Ensure the complaint contains all relevant information
 - Dates, Times, Locations, Witnesses
 - Who, What, Where, When?
- Identify any regulation, order, policy, etc that may have been violated
 - <http://www.hqmc.marines.mil/igmc/Resources/Common-Hotline-Complaints/>
 - Consult with the SJA/CL on all allegations
- Only two possible outcomes –
 - Assistance or Investigation



COMPLAINT ANALYSIS : ISSUE

- Issue - a request for information or assistance to the CIG or an accusation of FWA&M that does not reach the threshold of a formal allegation
- Analyze information received from Complainant
 - Individual Issues
 - Systemic issues
 - Policy debate
 - Request for assistance
- Possible for Issues to “grow up” to be an Allegation



COMPLAINT ANALYSIS : ALLEGATION

- Allegation – A complaint of FWA or Mismanagement by an individual that includes all elements of a formal allegation
- IG will formulate a proper allegation
 - WHO
 - IMPROPERLY DID OR DID NOT DO WHAT
 - IN VIOLATION OF WHAT STANDARD
 - WHEN
- Once formulated, confer with your SJA/CL before proceeding



QUESTIONS?

