

Inspector General of the Marine Corps

Complaint Submission FAQ

Who may file an IG complaint?

Any military or civilian member may file any IG complaint. However, many DoD civilian complaints (i.e., updates/changes to military records, spousal support, criminal activity, discrimination or conditions of employment, etc.) **MUST** be addressed by agencies other than the IG, please see below:

1. Updates/changes to military records

Board for Correction of Naval Records (BCNR)
701 S. Courthouse Road
Building 12, Suite 1001
Arlington, VA 22204-2490

Telephone: (703) 604-6884/6885
Fax: (703) 604-3437

2. Request Military Personnel Records

National Personnel Records Center
1 Archives Drive
St. Louis, MO 63138

Telephone: (314) 801- 0800
Fax: (314) 801- 9195

3. Freedom of Information Act Request

Headquarters, U.S. Marine Corps
FOI/PA Section (ARSF)
3000 Marine Corps Pentagon
Washington, DC 20350-3000

Email: foia@hqmc.usmc.mil
Electronically: <https://foiaonline.regulations.gov/foia/action/registered/home>
Fax: (703) 614-6287

4. Identification cards, benefits, etc.

Defense Enrollment Eligibility Reporting System (DEERS)
Defense Manpower Data Center Support Office
(Attn: COA)
400 Gigling Road
Seaside, CA 93955-6771

Telephone: (800) 538-9552
FAX: (831) 655-8317

5. Criminal activity (i.e., physical abuse, theft, etc.)

Naval Criminal Investigative Service (NCIS)
27130 Telegraph Road
Quantico, VA 22134

Telephone: (877) 579-3648

6. Discrimination, conditions of employment, etc.

Equal Opportunity (Military ONLY) - Contact your Equal Opportunity Adviser at your Command.

7. Discrimination, conditions of employment, etc.

Equal Employment Opportunity (Civilian ONLY) - Contact your Equal Employment Opportunity Advisor at your Human Resources Office.

Anyone, including civilians with no DoD affiliation, may file Fraud, Waste, Abuse, or Mismanagement (FWA or M) disclosures. Depending on the circumstances, the IG may also accept complaints from dependents or relatives of active duty members and retirees and their dependents. However, it is always best for the actual "victim" or person who witnessed the alleged wrongdoing to file the complaint. If you have a concern and are unsure if you should file a complaint, contact the local IG office for advice and/or assistance. In order to locate your local IG office, please contact the IGMC Hotline or your Higher Headquarters G-7 Office.

Attention: If you have already contacted Congress, the Office of the Inspector General cannot duplicate the process that has already been initiated by a member of Congress. Please continue to follow your complaint with your point of contact within the appropriate congressional office.

What types of complaints are appropriate?

Any Fraud Waste Abuse or Mismanagement (FWA&M) and violations of law, regulations, Service instructions, directives or policy should be reported through the appropriate grievance channels. The subject of your complaint must be a Marine Corps office, program, or person. Bear in mind, however, the fact that you may disagree with your supervisor(s) over management styles or have what you believe is a "personality conflict" does not constitute an injustice or mismanagement. If you are not sure your concern is a reportable matter, contact the IG office for advice and/or assistance.

When are IG complaints appropriate?

Individuals should attempt to resolve FWA or M issues and personal complaints at the lowest possible level, using command channels before elevating them to the next higher level or to the IG. Further, complaints must be promptly filed within IG, command, or other grievance channels. IGs may dismiss a complaint if there is no FWA or M, recognizable wrong or violation of law, regulation or policy.

Where and with whom should IG complaints be filed?

Complaints may be filed with a superior or commander in your chain of command, the IG or other appropriate inspector, or within any established grievance channel. FWA or M complaints may be reported to the Service's audit agency, any military investigative organization (i.e. CID or NCIS), or other appropriate authority.

How should complaints be filed?

You should provide factual and relevant information related to the issue or complaint, and provide a written complainant using the below form.

List your allegation(s) briefly; however, be specific and avoid broad generalizations. Cite the specific instance(s) of wrongdoing. Briefly describe the circumstances surrounding the alleged incident. Multiple allegations must be clearly delineated so they can be easily recognized. Ensure you clearly express a violation of law, regulation, directive or policy in each allegation.

When you file an IG complaint you are making an official statement; therefore, you are subject to punitive action if you intentionally make false statements. Also, filing an IG complaint will not normally delay or prevent completion

of command actions such as reassignment, retirement, discharge, nonjudicial punishment, etc. IGs do not have the authority to place individuals on administrative hold; that authority rests with commanders and your Service's personnel center.

Do you have to identify yourself?

No. You may request confidentiality or anonymity.

You have two options when you request your identity remain confidential:

- Release your identity to the IG/Command Inspector General with the understanding that it will not be released to the investigator, or
- Identify yourself with the understanding that only the IG/Command Inspector General, and the investigator will know who you are.

If you request confidentiality, we will make every effort to protect your identity from disclosure; however, we cannot guarantee confidentiality since disclosure may be required during the investigation or in the course of corrective action.

If you file your complaint anonymously, we will not know who you are. As such, we will not be able to contact you to request additional information or to give you the results of the investigation. You may consider establishing an e-mail account using an internet service provider to submit an anonymous complaint; however, we will not respond to anonymous complaints submitted in this way since we have no way of verifying who you are.

Is there a time limit to file a complaint?

Generally, you should submit your complaint immediately. No Inspector General action is required when a complaint is submitted more than 90 days after the alleged wrongdoing occurred. However, we will consider complaints beyond that date if it is within the interest of the United States Marine Corps to do so.

How do you determine the status of your complaint 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 that your allegations were substantiated or unsubstantiated. If you wish to obtain more information about the case, you may submit a request under the Freedom of

If you do not agree with the results of the investigation, can you ask for reconsideration?

Yes. If you have **new and substantial** information to support your complaint, the case may be reconsidered. If, on the other hand, you are merely unhappy because you do not agree with the outcome, the IG will not conduct another investigation.