



# Assistance / File a Complaint



## Step 1...

**Before you tell it to The Inspector General please take the following into consideration:**

- **Be sure you have a problem, not just a peeve.**
- **Give your chain of command a chance to solve the problem.** *Many problems can be solved by addressing it to the Chain of Command for resolution.*
- **If IG assistance is needed, contact your local IG first.** *IGs at higher commands will normally refer the case to the local IG for action.* [2ID IG](#), [19ESC IG](#), [USFK IG](#), [51st Fighter Wing IG](#), [8th Fighter Wing IG](#)
- **Be honest and don't provide misleading information.** *IGs will discover the truth quickly in most cases, and there are penalties for knowingly providing false information.*
- **Keep in mind that IGs are not policy makers.** *If a policy is flawed, you can submit a proposed change on [DA Form 2028](#).*
- **Keep in mind that IGs can only recommend, not order a resolution.** *Only Commanders can give an order. The role of the IG is to advise the Commander.*
- **Remember IGs can only resolve a case on the basis of fact.** *Your claim that a supervisor has violated the rules does not make it fact. A claim must be supported with evidence.*
- **Don't expect instant action on your request... Be patient.**
- **Be prepared to take "No" for the answer.** *In any case - "Yes" or "No" - the IG will explain why.*

## Step 2...

**You decide to go through with your request for assistance**

**24hr Hotline:** Leave a detailed message, state your full name, rank, unit, and good contact information for an IG to contact you at DSN 755-2000 or Comm +82 50-3355-4306

Gather your thoughts, notes and supporting documents and fill out a [DA Form 1559](#) – Click here for [Instructions for completing the DA Form 1559](#)

Ask yourself, “What do I want the IG to do for me?” Remember, the IG cannot direct actions be taken; cannot force a commander to change policy or make a decision; or cannot look into issues with [Other Forms of Redress](#) available, such as OERs, NCOERs, UCMJ actions, FLIPLs, enlisted reductions, Article 15 action or pending discharge actions.

## Step 3...

**Submitting your DA Form 1559 and all supporting documents**

**You have three options for getting the completed form and all supporting documents to the IG:**

1. Deliver the packet to the 8<sup>th</sup> Army IG Office, Building 12400, 1<sup>st</sup> floor, Room G4-101, USAG-Humphreys. Be prepared to sit with an IG team member to discuss your request in detail.
2. Mail the packet to: Department of the Army, ATTN: 8A Inspector General Office, Unit 15236, APO AP 96271.
3. Email the packet to [usarmy.humphreys.8-army.mbx.ig-asst@army.mil](mailto:usarmy.humphreys.8-army.mbx.ig-asst@army.mil)

If you use mail or email, the IG who is assigned your case will normally contact you to verify your request and acknowledge receipt of request.

**What Is Confidentiality?** People who ask the IG for help, make a complaint, provide evidence, assist an IG during an investigation or inspection, or otherwise interact with an IG often expect some degree of confidentiality. This expectation encompasses the IG's safeguarding of their identity and the nature of the contact with the IG. It also includes protection from reprisal.

The IG has a duty to protect confidentiality to the maximum extent possible, especially when you specifically request it. While the need for confidentiality and the measures necessary to protect it will vary with the circumstances, the IG will always give confidentiality priority attention. However, it is important to remember that while safeguarding confidentiality is a priority with IGs, it cannot always be guaranteed. For more information on IG confidentiality, refer to AR 20-1 or call your local IG.