



## Step 1: Determine the Best Method to Address your Issue

We encourage complainants to first attempt to resolve their issue using the chain of command.

Discuss your problem with members in your chain of command such as the legal staff, union representative, chaplain, human resource personnel, equal opportunity advisor, your immediate supervisor, or Commanding Officer. If you are unable to resolve the matter using your chain of command or you feel uncomfortable using the chain of command, then you should file an Inspector General complaint.

If you are in the U.S. Pacific Fleet (USPACFLT) Area of Responsibility, you should submit your complaint directly to the USPACFLT Fleet Inspector General (IG). You may also submit your complaint to Naval IG or DoD IG, however, you will save time by submitting your complaint to USPACFLT IG.



## Step 2: Review Frequently Asked Questions (FAQs)

### Who may use the Hotline?

Anyone can file a hotline complaint.

### Can I remain anonymous or request confidentiality?

You may remain anonymous, but we will not be able to contact you for further information.

You may request confidentiality and the IG will make every effort to prevent disclosure of your identity, but we cannot guarantee confidentiality.

## Step 2 (con't)

### What issues should you report to the Hotline?

You should report any issue(s) listed in the Matters Appropriate for the IG to your local IG, or installation/command IG Point of Contact. Report minor violations to your chain of command.

#### Matters Appropriate for the IG:

- Abuse of Authority/Position
- Bribes/Kickbacks/Acceptance of Gratuities
- Conflicts of Interests
- Ethics Violations
- Fraud/Travel Fraud (TDY and TAD)
- Gifts (Improper)
- Improper Referral for Mental Health Evaluations (Only as a reprisal action NOT procedural violations)
- Mismanagement (Significant Cases)
- Misuse of Official Time, Gov't Property, Position, and Public Office
- Political Activities
- Procurement Issues
- Purchase Card/Travel Card Abuse
- Reprisal (Military Whistleblower Protection)
- Safety/Public Health (Substantial/Specific)
- Systemic Problems
- Time and Attendance (Significant Violations)
- Waste (Gross)
- Intelligence Oversight (QIA or S/HSM)

(Note: The Fleet Inspector General reserves the right to decline to investigate any matter brought to our attention.)

### Is there a time limit to file a complaint?

Generally, you should submit your complaint within 1 year of the date the alleged wrongdoing occurred. However, we will consider complaints over 1 year old if you can demonstrate you were unable to meet the time requirement due to extraordinary circumstances or unforeseen delays.

## Step 2 (con't)

### How do you submit a hotline complaint?

We encourage you to submit the allegation(s) in writing using a Hotline Complaint Form via e-mail, fax, or mail. Our experience has shown that written complaints are more organized, provide more details, and are less emotional. Hotline Complaint Form may be found at the respective IG website in [Step 4](#).

**Classified Complaints:** Reports of violations related to Unauthorized Disclosures of classified information, Questionable Intelligence Activity (QIA), Significant or Highly Sensitive Matter (S/HSM) must be reported via secure means. To submit this type of complaint, contact the USPACFLT Fleet IG at (808) 471-9064 for submission guidance.

### How do you determine the status of your investigation 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 not substantiated.

If you wish to obtain more information about the case, you may submit a request under the Freedom of Information Act to the IG office that conducted the investigation to obtain a copy of the report.



Once you have determined the best method to address your complaint and have read over the **Step 2** FAQs, you should begin gathering the information you will need to answer the following questions:

- **Who:** Service member's or employee's full name, rank/grade, and duty station.
- **What:** Specific wrongdoing and why you believe the activity was misconduct; to include the rule, regulation, or law you think they violated.
- **Where:** Location where the wrongdoing occurred.
- **When:** Specific dates and times.
- **How much:** Estimated dollar loss.
- **Why and how:** Describe why and how you believe the individual perpetrated the offense.

Review the Hotline Complaint Form at the respective IG website in **Step 4**.

**Do not forget to include:**

- What you have done to try to resolve the issue.
- What you want the IG to do.

**Remember, the more you can assist us, the better we can assist you.**



**U.S. Pacific Fleet  
Fleet Inspector General Hotline**

**Website:** [www.cpf.navy.mil/inspector-general](http://www.cpf.navy.mil/inspector-general)  
**E-mail:** [cpf.ighotline.fct@navy.mil](mailto:cpf.ighotline.fct@navy.mil)

**Mailing Address:**  
COMMANDER, US PACIFIC FLEET  
ATTN: FLEET INSPECTOR GENERAL  
250 MAKALAPA DRIVE  
PEARL HARBOR HI 96860-3131

**Toll Free:** 1 (866) 862-2736  
**Commercial:** (808) 471-9981  
**DSN:** 315 471-9981  
**Fax:** (808) 471-4730

**Naval Inspector General Hotline**

**Website:** [www.secnav.navy.mil/ig](http://www.secnav.navy.mil/ig)  
**E-mail:** [navighotlines@navy.mil](mailto:navighotlines@navy.mil)

**Toll Free:** 1 (800) 522-3451  
**Commercial:** (202) 433-6743  
**Fax:** (202) 433-6743

**DoD Inspector General Hotline**

**Website:** [www.dodig.mil/hotline](http://www.dodig.mil/hotline)

**Toll Free:** 1 (800) 424-9098  
**Commercial:** (703) 604-8799  
**DSN:** (312) 664-8799  
**Fax:** (703) 604-8567



**U.S. Pacific Fleet  
Fleet Inspector General**

**4 - Step Hotline  
Complaint Procedure  
Brochure**

**Learn about...**



**The Inspector General Hotline  
provides an opportunity to report  
significant cases of fraud, waste,  
and inefficiencies.**