



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 - such as Unauthorized Disclosures of classified information, Questionable Intelligence Activity (QIA), Significant or Highly Sensitive Matter (S/HSM), or security compromise - should be reported via secure means. To submit complaints containing information up to the **SECRET** classification, please use the Classified (SIPR) Hotline email address in **Step 4**. If your complaint contains information at a higher classification than **SECRET**, contact our Hotline and our office will make appropriate arrangements to securely receive your complaint.

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.

 **Step 3:**
*Prepare to Submit your
Hotline Complaint*

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.

 **Step 4:**
*Contact IG for Assistance or
File your Complaint*

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

Website: www.cpf.navy.mil/inspector-general

E-mail:

Unclassified (NIPR) Hotline:

cpf.ighotline.fct@navy.mil

Classified (SIPR) Hotline:

cpf.ighotline.fct@navy.smil.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

E-mail: navighotlines@navy.mil

Toll Free: 1 (800) 522-3451

Commercial: (202) 433-6743

DSN: 312 228-6743

Fax: (202) 433-6743

DoD Inspector General Hotline

Website: 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...

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

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

 **Step 3:** *Prepare to Submit your Hotline Complaint*

 **Step 4:** *Contact IG for Assistance or File your Complaint*

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