

**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. We also refer complainants to other processes established by the Department of the Defense or the Department of the Navy to resolve issues.

Contact your chain of command to solve the problem. Start at the lowest possible level and use command channels before elevating them to the next higher level.

If you submit your complaint to DoD IG or the Naval Inspector General, your complaint is forwarded to the local IG for investigation. You will save a great deal of time by submitting your complaint directly to COMSUBPAC IG.

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, and Commanding Officer. Our experience has shown, with few exceptions, that commands are responsive to complainants' issues.

If you are unable to resolve the matter using the chain of command, you may consider filing a formal grievance. Grievance procedures differ depending on your employment status.

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

**Who may use the Hotline?**

Anyone can file a hotline complaint.

**Step 2: Review the FAQs. (Continued)**

**Can I remain anonymous or request confidentiality?**

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

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

**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 Inspector General:**

- 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 Evals
- 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)

(Note: Commander, Submarine Force, U.S. Pacific Fleet reserves the right to decline to investigate any matter brought to our attention.)

**Step 2: Review the FAQs. (Continued)**

**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.

**How do you submit a hotline complaint?**

We encourage you to submit the allegation(s) in writing by e-mail, letter, or using the online complaint form. Our experience has shown that written complaints are more organized, provide more details and are less emotional.

**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 unsubstantiated.

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 complaint hotline 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 for additional assistance in filing a complaint.

**Don't forget to include:**

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

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

**Step 4: Contact COMSUBPAC IG for assistance or to file your complaint.**

**Commander, Submarine Force, U.S. Pacific Fleet:**

**Mailing Address:**

Commander, Submarine Force, Pacific Fleet  
Attn: Force Inspector General  
1430 Morton St Bldg.1341  
Pearl Harbor, HI 96860  
CSP IG Hotline Email:  
csp\_ig@us.navy.mil

CSP IG Hotline Phone: (808) 391-2357

**Website:**

<https://www.csp.navy.mil/Resources/Inspector-General-Hotline/>

**NAVAL INSPECTOR GENERAL HOTLINE:**

Toll Free: 1 (800) 522-3451

E-mail: [IGHotlines@navy.mil](mailto:IGHotlines@navy.mil)

**Website:**

<https://www.secnav.navy.mil/ig/Pages/innhome.aspx>

**DoD INSPECTOR GENERAL HOTLINE:**

Toll Free: 1 (800) 424-9098

Website: <http://www.dodig.mil>

**REPORT THE FOLLOWING TO THE DoD IG:**

- Suspected Threats to Homeland Security
- Unauthorized Disclosures (Leaks) of Classified Information
- Military Whistleblower Complaints

# Commander, Submarine Force, U.S. Pacific Fleet Inspector General

## 4-Step Hotline Complaint Procedure



U.S. Navy Photo by: PH1 Dana Howe



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