

Step 1: Determine the best method to address your issues.

You should always attempt to use your chain of command before reaching out externally. If you do reach out to the IG, we will preferentially refer you to established avenues provided by the Department of the Defense (DoD) or the Department of the Navy (DoN) where these avenues exist to address your issues.

Start at the lowest possible level in your chain of command. You will get the best result by providing unemotional facts and supporting background such as what happened on what date, describing the problem, and stating the outcome you seek. Our experience has shown, with few exceptions, that commands are responsive to complainants' issues.

If you do elect to submit your complaint to the Inspector General, your best result will be obtained by submitting it directly to the SUBPAC IG in the case where either you, the subject(s), or both are assigned to SUBPAC. Complaints made to IG at higher echelons such as DoD IG or the Naval Inspector General are almost always forwarded to lower level IGs, but with often significant delays in processing. Complaints made to Installation or Region IGs similarly go thru a transfer process before they ultimately end up at SUBPAC. You will save a great deal of time by submitting your complaint directly to COMSUBPAC IG.

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 below in the Matters Appropriate for the IG. 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, 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:

Where to file an IG complaint in preferential order:

CSP IG Website:

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

CSP IG Hotline Email:

subpac_ig.csp@navy.mil

CSP IG Hotline Phone:

Commercial (808) 473-2454
DSN: (315) 473-2454

CSP IG Mailing Address:

Commander, Submarine Force, U.S. Pacific Fleet
Attn: Force Inspector General
1430 Morton St Bldg. 619
Pearl Harbor, HI 96860

NAVAL INSPECTOR GENERAL HOTLINE:

Website: <http://www.secnav.navy.mil/ig>

E-mail: navighotlines@navy.mil

Phone:

Toll Free: (800) 522-3451
Commercial: (202) 433-6743
DSN: (312) 228-6743
Fax: (202) 433-6743



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

Hotline Complaint Procedure



U.S. Navy Photo by: PH1 Dana Howe

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

CSP IG Hotline Email: subpac_ig.csp@navy.mil

CSP IG Website:

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

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