

Who may submit a Complaint to an Inspector General?

Anyone, regardless of status, may make a complaint, allegation, or request for information or Assistance to any Army Inspector General concerning matters of Army interest. There are no preconditions for coming to the Inspector General for Assistance. During normal duty hours, military and Department of Defense (DoD) personnel must inform the chain of command that they are leaving their place of duty. The complainant should notify their chain of command if they are visiting the Inspector General; however, they do not have to. After duty hours, they may go to the Inspector General without notifying their supervisors. (See [AR 20-1 Inspector General Complaints](#))

When are IG complaints appropriate?

The Inspector General will encourage the Soldier or civilian employee to discuss complaints, allegations, or request for assistance first with the commander, the chain of command, or supervisor as provided in [Army Regulation 600-20, Army Command Policy](#). If the complainant does not wish to do so, the Inspector General will accept the IGAR unless specific redress procedures are available. In this case, the Inspector General will teach and train the complainant on using the appropriate, formally established appeal process.

Where (I.E., with whom) should complaints be filed?

Complaints may be filed with a superior or commander in your chain of command, an IG or other appropriate inspector, or within any established grievance channel.

Purpose and Use of DA Form 1559

The purpose of [DA Form 1559](#) and its Use: Inspectors General use [DA Form 1559](#), Inspector General Action Request, to record complaints and Inspector General requests for information and assistance. This form acts as the base control document, assists in documenting Inspector General Workload, and assists in identifying trends and systemic issues. Also, the form allows the Inspector General to provide the Adjutant General (TAG), with information to improve command. The Inspector General will complete [DA Form 1559](#) every time there is a complaint, request for information, or request for Inspector General Assistance. The only time an Inspector General will not complete [DA Form 1559](#) is when there is a complaint against a colonel promotable, general officer, or senior executive service civilian.

If the complaint arrives via e mail, fax, or letter, the Inspector General will attach a [DA Form 1559](#) to the source document and write in the “action requested” block for the following phrase: See attached document. During the initial interview with the complainant, the Inspector General will advise the complainant of the Privacy Act Statement on the [DA Form](#)

[1559](#) and tell him or her that the Inspector General has the authority to request personal information and that the release of the complainant's social security number, home address, and home phone is voluntary.

Complete [DA Form 1559](#) in as much detail as possible. A good rule of thumb is to complete this form with sufficient detail to allow another Inspector General without prior knowledge of the case to work this issue. The Inspector General will ensure that he or she gets a good phone number to contact the complainant and ask the complainant exactly what it is that he or she wants the Inspector General to do for him or her.

The Inspector General will have the complainant read the Privacy Act Statement of 1974. The purpose of having the complainant read the Privacy Act is to show that the Inspector General has the authority to request personal information and that the release of the complainant's social security number, home address, and home telephone number is voluntary.

If the Inspector General receives the complaint via telephone, the Inspector General will complete a [DA Form 1559](#) and, in the signature block, write the word telephonic. For walk in cases, the Inspector General will have the complainant complete, or will assist the complainant to complete, the [DA Form 1559](#). The complainant will then sign the form.

DA FORM 1559

The Inspector General will ensure that he or she advises the complainant of the Privacy Act statement at the top of this form. The Inspector General will provide the complainant with a copy of this form when completed and signed.

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REFERENCES:

DA Form 1559: <http://www.apd.army.mil/pub/eforms/pdf/a1559.pdf>

AR 20-1: http://www.apd.army.mil/pdf/files/r20_1.pdf

AR 600-20: http://www.apd.army.mil/pdf/files/r600_20.pdf

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