



1st Theater Sustainment Command

FIRST TEAM!

Inspector General Newsletter

What is an Inspector General?

Your local Inspector General is a special staff officer of the commander, providing the commander with a sounding board for sensitive issues. The IG acts as the eyes, ears, voice, and conscience of the commander. The role of the Inspector General and his or her staff is to determine and report on the economy, efficiency, discipline, morale, esprit de corps, readiness, and resources of the command. Army IG activities and procedures are governed by AR 20-1

Even though IGs serve as the eyes and ears of the commander, they are also sufficiently independent to provide assistance to Soldiers, Family members, Army Civilians, retirees, and contract employees who seek help from the IG on matters affecting their health, welfare, and personal readiness.

Inspectors General perform four basic functions:

Teaching and Training – Teaching and Training is an integral part of all IG functions. IGs by their very nature possess a wealth of knowledge and experience. They use this knowledge and experience when inspecting, assisting, and investigating to teach soldiers at all levels about policies and procedures.

Inspections – IGs conduct inspections at the direction of the commander. An IG inspection may focus on organizations, functions or both and may or may not be compliance oriented.

Assistance – *Anyone* may submit a complaint or request for assistance to an Army IG concerning matters of interest to the Army.

Investigations – IGs only conduct investigations when directed by the commander. The investigation will focus on violations of policy or regulations. The commander may also direct an investigation into alleged mismanagement, unethical behavior or misconduct.

Anyone may submit a complaint, allegation, or request for information or assistance to the IG, but IGs are limited by AR 20-1 and cannot action every issue or complaint; especially if there is another agency or formally established process within Army Regulation. Some examples include Soldier Equal Opportunity issues, Evaluations, Hazardous Work Conditions, and Contractor activities. The Inspector General Office will help provide you with the appropriate regulation or agency in the event that the issue or complaint does not fall within the scope of the Inspector General Office.

How does the Inspector General determine if the issue you present is IG appropriate? The IG conducts a Preliminary Analysis (PA) of the information received. The PA is a thorough process to determine who (what agency) or what regulation to use in helping the complainant. PA could take a few minutes, a few hours or a few days. IGs must thoroughly research and cross reference regulations and policy letters related to the issue or complaint. Sometimes IGs are unable to take action based on the evidence provided. This can be a cause of stress or frustration for the complainant. IGs will conduct “teaching and training” with the complainant in order to explain why they are not able to take action or if the complaint needs to go to another agency, what agency, and a point of contact. IGs work closely with Soldier support agencies (Chaplain, JAG, Red Cross, ACS, etc.) to resolve problems and can help you get started in the right direction.

Take Away: If you have an issue or complaint, the Inspector General Office is a resource that can help to resolve the issue or assist by pointing you in the right direction. Although the Inspector General Office encourages everyone to first engage their chain of command, we will never turn someone away if they come to the IG office first. We will impartially examine every issue and complaint equally and work very hard to find resolutions for issues at the lowest level.



Contact the 1TSC IG: usarmy.knox.1-tsc.mbx.inspector-general@army.mil

