

ERMC Inspector General Frequently asked questions – FAQ

1. How do I request assistance?

To request assistance, you may call the IG office directly and make an appointment to speak with an IG in person or request assistance telephonically. Please provide the following information:

- a. The details as to what occurred so we can better understand what happened.
- b. Who you have already contacted by name to resolve your problem before contacting the IG (example: chain of command, supervisor, etc.).
- c. Copies of any documentation or any evidence you have that will support your request.

Note: Requests for Inspector General Assistance should be made to your local Inspector General.

2. Who can use the IG?

All soldiers and civilian employees have the right to present complaints, grievances or requests for assistance to the Inspector General (IG).

3. Where should I go first if I am a soldier with a problem?

Before visiting the IG, soldiers should consider whether your concerns can be addressed more quickly by referring them to your chain of command first. You do not have to present your concerns to your chain of command before visiting the IG. However, you must obtain permission to be absent from your duties if you wish to visit the IG during your duty hours. You do not have to tell anyone why you want to visit the IG.

4. Where should I go first if I am a civilian employee with a problem?

Before visiting the IG, civilian employees should consider whether your concerns could be addressed more quickly by referring them to your immediate supervisor first, or by using one of the following procedures. Statutes, regulations, and collective bargaining agreements prescribe procedures for civilian employees to use in submitting complaints that pertain to certain civilian employment matters. To obtain information about grievance and appeal rights and procedures, contact your local Civilian Personnel Officer who will give you information about the pertinent regulations and tell you the procedures to follow. If you want to submit a complaint about discrimination concerning employment because of race, color, religion, sex, age, national origin, or disability, contact your local Equal Employment Opportunity Officer. If you want to report a complaint about hazardous work conditions (unsafe or unhealthy) use the procedures in Chapter 3, AR 385-10.

If you have a complaint about matters other than civilian employment, or a complaint about violations of regulations in processing complaints about personnel actions, and you feel your supervisor has not resolved your complaint, you may visit or call your local IG.

5. Where should I go if my concern is patient care related?

We suggest that you first attempt to resolve the matter through the Patient Advocate office located at your local Medical Treatment Facility.

6. Is there someone local I can contact instead of using the ERMIC IG at Headquarters, Sembach, Germany?

You may visit or call your local installation IG. If you believe your local IG's response to you were not fair, complete, or in accordance with law and regulation; or if you believe your interests may be jeopardized by visiting your local IG, you may write to CDR, ERMIC, ATTN: IG, UNIT 29421, APO AE 09136, or call the ERMIC IG at Commercial 06302-67-8823/26; DSN 496-8823/26.

7. If I don't want to use the ERMIC IG, is there anyone else?

You may also call the U.S. Army Medical Command (MEDCOM) IG, the Inspector General, Department of the Army (DAIG) or the Inspector General, Department of Defense (IG, DOD) Hotline. Their contact information is as follows:

MEDCOM IG: Commercial: (210) 221-6402; DSN: 471-6402

DAIG: Toll Free: 1-800-752-9747; Commercial: (703) 545-1845; DSN: 865-1845

IG, DOD: Toll Free: 1-800-424-9098; Commercial: (703) 604-8799; DSN: 664-8799

8. What about reprisals if I come forward with information?

Department of the Army personnel are prohibited from taking any action that restricts you from filing a complaint, seeking assistance, or cooperating with the IG. They are also prohibited from taking any disciplinary or unfavorable action against you for filing a complaint, seeking assistance, or cooperating with the IG. However, if you lie or knowingly make false accusations to the IG, you are subject to disciplinary action.

9. What about confidentiality?

Per AR 20-1, paragraph 1-12, All IGs have a duty to protect to the maximum extent possible the personal identity of a complainant, witness, or any other individual providing information to the IG, particularly when the individual specifically requests confidentiality. Persons who ask the IG for help; make a complaint; provide testimony, information, or evidence as part of an IG inspection or investigation; or otherwise interact with an IG often do so because they have an expectation of confidentiality. Their expectation often centers on the safeguarding of the individual's personal identity and the nature of the individual's contact with the IG. Although confidentiality and the measures necessary to protect it will vary from circumstance to

circumstance, the IG always treats confidentiality carefully and as a priority. While IGs will never promise confidentiality, IGs will endeavor to maintain confidentiality as a matter of primary importance and a key to the IG system's viability and success.

10. What if I just want information and don't need to request assistance or make a complaint?

We use several web addresses that you may find helpful.

Note: You are about to leave Europe Regional Medical Command's web site and may enter the web site of a non-federal entity. Europe Regional Medical Command does not endorse this entity, but provides this link only as a convenience.

US Army Regulations: <http://www.apd.army.mil/>

TRICARE: www.tricare.osd.mil

DOD: www.defenselink.mil/pubs/

US Government Law: <http://uscode.house.gov/>