**FREQUENTLY ASKED QUESTIONS**

**Q:** Who may submit a hotline complaint?

**A**: Anyone.

**Q**: What issues should you report to the hotline?

**A**: The Command Inspector General (CIG) investigates matters involving:

* Abuse of Title or Position
* Bribes/Kickbacks/Acceptance of Gratuities
* Conflicts of Interest
* Ethics Violations
* False Official Statements/Claims
* Fraud
* Gifts (Improper receipts or giving)
* Improper Referral for Mental Health Evaluations
* Mismanagement/Organization Oversight (Significant Cases)
* Misuse of Official Time, Government Property, Position and Public Office
* Political Activities
* Purchase Card Abuse
* Reprisal (Military Whistleblower Protection)
* Safety/Public Health (Substantial/Specific)
* Systemic Problems
* Time and Attendance (Significant Violations)
* Travel Card Abuse
* Travel Fraud (TDY and TAD)
* Waste (Gross)

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

**A**: Complete the hotline form from the III MEF CIG’s webpage. The CIG will evaluate your complaint and request more information, if necessary. If an investigation is conducted, you will be interviewed and you will be able to provide additional information and documents at that time.

**Q**: Do you have to identify yourself?

**A**: No. If you file your complaint anonymously, the CIG office will not know your identity, and will not be able to contact you to request additional information or to give you the results of the investigation. Regardless of whether the complainant remains anonymous or not, all hotline complaints shall be acted upon with the same due diligence.

**Q**: Does the IG take telephone complaints?

**A**: The office of the CIG will provide you with assistance if you contact us by telephone at DSN: (315) 622-0038. If you wish to submit a complaint, we will suggest you submit your complaint and any supporting documentation in writing.

**Q**: Is there a time limit to file a complaint?

**A**: Generally, a complaint should be filed immediately. No CIG action is required when a complaint is submitted more than 90 days after the alleged wrongdoing occurred. Complaints submitted beyond that date may be considered if it is within the interest of the Marine Corps.

**Q**: What can you expect when you file a hotline complaint?

**A**:

* An investigator will evaluate your complaint and determine if the matter warrants investigation or if we should refer your complaint to other authorities or to the command for a response.
* We will send a confirmation letter to let you know what action was taken on your complaint if you provide your name and address. We are unable to notify anonymous complainants of the results of an investigation if we do not have an e-mail address.
* Don’t expect instant action on your request. Patience is key.

**Q**: What does the CIG expect from someone who makes a complaint to the hotline?

**A**: The CIG expects you to provide answers to a variety of questions. Remember, the more information you provide the IG, the better he/she can assist you. Be prepared to provide supporting evidence.

**Q**: Does the CIG office guarantee that they will conduct an investigation?

**A**: Generally, the CIG does not accept a complaint if:

* As stated above, you do not submit your complaint within 90 days
* Another investigation is being conducted into the matter. (Congressional Inquiry, etc.)

**Q**: How long does it take to investigate a complaint?

**A**: Most investigations are completed within 90 days, but can take longer depending on the complexity of the case.

**Q:** If you do not agree with the results of the investigation, can you ask for reconsideration?

**A:**  Yes. If you have **new and substantial** information to support your complaint, the case may be reconsidered. If, on the other hand, you are merely unhappy because you do not agree with the outcome, the IG will not conduct another investigation.