

Before You Tell it to
Your Inspector General

- ✓ Be sure you have a **problem**, not just a **peeve**.
- ✓ Give your **chain of command** a chance to solve the problem
- ✓ If IG assistance is needed, contact your local IG first.
- ✓ Be **honest** and don't provide **misleading** information.
- ✓ Keep in mind that IGs are not policy makers.
- ✓ Keep in mind that IGs can only recommend, not order a resolution
- ✓ Remember IGs can only resolve a case on the basis of **fact**.
- ✓ Don't expect **instant action** on your request...Be patient.
- ✓ Be prepared to **take "NO"** for the answer.

IG Team Fort Buchanan



Inspector General

Commercial: (787) 707-3729
DSN: 740-3729
BB: (787) 234-3575

(787)707-3268 - DSN: 740-3268

Assistant Inspector General

(787)707-3267 - DSN: 740-3267

Assistant Inspector General

(787)707-3808 - DSN: 740-3808

Investigative Assistant

(787) 707-3257 - DSN: 740-3257

FAX: (787) 707-3264

After hours Local # (787)707-2030

HOTLINE – Fraud, Waste and Abuse
1-800-424-9098



Fort Buchanan, Puerto Rico



United States Army
Inspector General Office
81st Regional Support Command
Fort Buchanan Office
1300 Mayaguez Barracks Road
Suite A
Fort Buchanan, Puerto Rico
00934
Voice: (707) 787-3257
DSN: 740-3257
FAX: (787)707-3264

What is an IG ? (Inspector General)



The **IG** is responsible for advising the commander on the state of his/her command and for enhancing the command's readiness and war-fighting capability by performing the four IG functions: Inspections, Assistance, Investigations and provide Teaching and Training to units.

The **IGs** are an extension of the commander's **eyes, ears, voice** and **conscience**. **IGs** are fair, impartial, and objective fact-finders and problem solvers.

IGs ensure complainant's confidentiality to the maximum extent possible and will automatically maintain confidentiality. *This is comparable to Doctor patient confidentiality.*

The **81st RSC** region includes 9 states (North Carolina, South Carolina, Georgia, Florida, Tennessee, Alabama, Mississippi, Louisiana, and Kentucky) and it also includes the Commonwealth of Puerto Rico.

IG support is provide for Military members of all branches and their spouses, retirees, veterans, DoD personnel, National Guard personnel, contractors, civilians and any other personnel associated with the Department of Defense.

How to Contact us

- Stop by our Office - No appointment necessary but preferred



- Phone us:



Give us a call to any of the numbers on the back of the brochure.

- Write to us:

Our address is on the front of the brochure



- Fax us:



- Email us:

We are on AKO



- Anonymous:



You can drop us a voice mail or drop us a note anonymously

- Fraud, Waste and Abuse: You can use the National Hot line to address an issue in the Department of Defense.



How to submit a Complaint

STEP #1:

Ensure you have given your **chain of command** every opportunity to address/resolve your issue.

STEP #2:

Contact the IG through one of the methods mentioned in the brochure. Phone numbers, fax numbers and addresses are provided on the back of the brochure.

STEP# 3:

Complaints are formally submitted and are processed by the IG.

Note: Remember to provide facts, and relevant documents etc when submitting the complaint.

STEP #4:

The IG works/researches complaint or refers case to appropriate IG office.

Note: In some cases the complaint will be forwarded for further processing to the IG office in the area/region of the command.

STEP# 5:

Once the case is completed the complainant will be formally notified of case completion and closure.