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UNITED STATES ARMY INSPECTOR GENERAL SCHOOL

THE ASSISTANCE AND INVESTIGATIONS GUIDE



DEPARTMENT OF THE ARMY INSPECTOR GENERAL AGENCY
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Introduction

The Assistance and Investigations Guide

- 1. Purpose:** This guide outlines the specific techniques, formats, and procedures used when performing Inspections, Assistance, Investigations, and Investigative Inquiries.
- 2. The Assistance and Investigations Guide:** The Inspector General Action Process (IGAP) is the process IGs use when performing Assistance and conducting Investigations. Although Assistance and Investigations are both separate functions, each one shares this same process and, as a result, many of the same steps, formats, and techniques. Factors that bear on Assistance also have an impact on Investigations and vice versa. Since both functions share similar doctrine, they appear together – for doctrinal purposes -- in one complete guide for ease of reference.
- 3. The Guide as a Handbook:** This guide is designed to serve as a ready reference and step-by-step handbook that will allow an IG serving in the field to follow each step of the IGAP and perform Assistance or conduct an Investigation (or Investigative Inquiry) as necessary. Part One of the guide addresses the IGAP and its application to Assistance while Part Two addresses the IGAP and the performance of Investigations. Many of the techniques and formats offered herein are not mandatory for use but instead offer all Army IGs a common frame of reference and a generally approved way of executing both of these functions. The rules bearing on these two functions, as outlined in Chapters 4, 7, and 8 of Army Regulation 20-1, Inspector General Activities and Procedures, represent the policy that frames this doctrine and, ultimately, the execution of both functions. Therefore, IGs must use this guide in concert with the policy outlined in the regulation.
- 4. Format for Sample Memorandums:** This guide contains numerous sample memorandums that generally adhere to the format requirements outlined in Army Regulation 25-50, Preparing and Managing Correspondence. However, in an effort to save space and paper, some of the required font sizes and spacing have been compressed. Refer to Army Regulation 25-50 for the precise format specifications.
- 5. Questions and Comments:** For questions or comments concerning this guide, please contact the authors at the U.S. Army Inspector General School, 5500 21st Street, Suite 2305, Fort Belvoir, Virginia 22060-5935 or call commercial (703) 805-3900 or DSN 655-3900. The authors' names are as follows:

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Summary of Change

This version of The Assistance and Investigations Guide supersedes the June 2004 version of the guide. In addition, this version of the guide incorporates the changes to Inspector General policy outlined in the revised 2006 version of Army Regulation 20-1. The major changes included in this version are as follows:

- Revises the IGAP chart for both Assistance and Investigations (Part One, Section 2-1, and Part Two, Section 1-4).
- Clarifies the IG's responsibilities for releasing a complainant's personal information to a third party (Part One, Section 2-2-1).
- Includes a fifth question that IGs must ask a complainant when receiving an IGAR (Part One, Section 2-2-1).
- Provides a sample case-notes format and synopsis (Part One, Section 2-3-5).
- Provides specific guidance on IG-to-IG referrals (Part One, Section 2-4-1).
- Includes a sample memorandum format for referring an allegation to the chain of command (Part Two, Section 3-1).
- Adds a section with a sample modified ROI / ROII that includes a command product (Part Two, Section 3-4).

Part One

Assistance

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Chapter 1

Overview

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Section 1-1

Introduction

1. **Purpose:** The purpose of Part One of this guide is to help Inspectors General at all levels within the Army carry out the Assistance function. The U.S. Army Inspector General School uses this guide to teach the Assistance function and the seven-step Inspector General Action Process (IGAP) to newly selected Inspectors General. Hence, this guide will also aid Acting Inspectors General in performing their Assistance duties.

2. **Army Regulation 20-1:** This guide creates a tool that, when used in conjunction with Army Regulation 20-1, Inspector General Activities and Procedures, will prepare an Inspector General to provide the best support to the Soldier, the civilians, the family members, the command, and to the U.S. Army.

The Army Regulation 20-1, Inspector General Activities and Procedures, takes precedence in the event of a conflict between the regulation and this guide.

Section 1-2

Definitions

1. **Purpose:** The purpose of this section is to explain some key terms associated with the Inspector General Assistance function.
2. **Allegation:** An allegation is a statement or assertion of wrongdoing by an individual formulated by the IG. An allegation contains four essential elements: who, improperly, did or failed to do what, in violation of an established standard. The IG refines allegations based upon evidence gathered during the course of an investigation or inquiry.
3. **Assistance:** Army Regulation 20-1, Inspector General Activities and Procedures, defines Assistance as the process of receiving, inquiring into, recording, and responding to complaints or requests for Assistance either brought directly to the Inspector General or referred to the Inspector General for action concerning matters of Army interest.
4. **Assistance Inquiry:** An informal fact-finding process used to address or respond to a complaint involving a request for help, information, or issues but not allegations of impropriety or wrongdoing. An Assistance inquiry may simply provide the facts to answer a question posed by the complainant.
5. **Complainant:** A person who submits a complaint, allegation, or other request for assistance to an IG.
6. **Complaint:** An expression of dissatisfaction or discontent with a process or system.
7. **Inspector General Action Request (IGAR):** IGAR is the term used to refer to the process of receiving, inquiring into, recording and responding to complaints or requests either brought directly to the Inspector General or referred to the Inspector General for action. Inspectors General record this information on DA Form 1559, Inspector General Action Request.
8. **Inspector General Action Request System (IGARS):** The IG database that documents all IGARs within the Department of the Army. Only trained and qualified IGs have access to this database.
9. **Inspector General Investigation:** A formal fact-finding examination by a detailed IG into allegations, issues, or adverse conditions to provide the directing authority a sound basis for decisions and actions (see Section 2 of this guide).
10. **Inspector General Investigative Inquiry:** A fact-finding examination by an IG into allegations, issues, or adverse conditions. The investigative inquiry is an informal fact-finding process followed by IGs to gather information needed to address allegations of impropriety against an individual that do not require a formal investigation. (See Part Two of this guide, or AR 20-1, Inspector General Activities and Procedures, Chapter 8.)

11. **Issue:** An issue is a complaint, request for information, or request for assistance to the Inspector General that does not list a "who" as the violator of a standard or policy.

12. **Office of Inquiry (OOI):** If another IG office refers an IGAR to a lower-echelon IG office for action but retains office of record status, the IG office acting on the IGAR becomes the office of inquiry. The OOI must gather all pertinent information and submit the completed case to the office of record for final disposition.

13. **Office of Record (OOR):** Normally the IG office that receives the complaint. This office may request to refer the office of record status to another IG office if the case falls under another's IG area of command. The OOR must ensure that all issues are addressed and all IG responsibilities were fulfilled.

14. **One-Minute IGAR (OMI):** OMIs are a shorthand method to document certain types of IGARs for information requests only. The only two OMI types are 1A (Routine Request for Information) and 1B (Request for Support IG to IG).

15. **Senior Official (SO):** Includes general officers (Active Army and Reserve Component), colonels selected for promotion to brigadier general, retired general officers, and current or former civilian employees of the Department of the Army Senior Executive Service (SES) or equal positions, to include comparable political appointees.

16. **Standard IGAR:** A standard IGAR will be opened in the IGARS database when the request to the IG is more than what a One-Minute IGAR would entail. The standard IGAR includes detailed information on the initiator, complainant, subject / suspect, function codes, case notes, and synopsis.

17. **Subject:** A person against whom non-criminal allegations have been made such as a violation of a local policy or regulation that is not punitive.

18. **Suspect:** A person against whom criminal allegations were made. The allegations include violations of UCMJ punitive articles, punitive regulations, or violations of other criminal laws. A person may also become a suspect as a result of incriminating information that arises during an investigation or interview, or whenever the questioner believes, or reasonably should believe, that the person committed a criminal offense.

Section 1-3

Categories of Inspectors General

1. **Purpose:** The purpose of this section is to discuss and describe the five Inspector General Categories (Detailed Inspectors General, Assistant Inspectors General, Temporary Assistant Inspectors General, Acting Inspectors General, and Office and Administrative Support Staff).
2. **Detailed Inspector General:** Detailed Inspectors General are commissioned officers in the grade of O-3 and above, commissioned chief warrant officers (CWOs), and DA civilians in the grade of GS-12 and above with TIG's approval. A detailed IG may receive and process requests for Assistance, direct and conduct inquiries, conduct Investigations and Inspections, and administer oaths. Uniformed detailed Inspectors General wear the Inspector General insignia (except for DA photos). Detailed Inspectors General must be trained and qualified at the Army Inspector General School at Fort Belvoir, Virginia.
3. **Assistant Inspector General:** An Assistant Inspector General may be a chief warrant officer (CWO) who is not commissioned in the grade of CW2 promotable or above, a noncommissioned officer in the grade of staff sergeant promotable and above, or a civilian employee in the grade of GS-09 and above. This category of Inspector General may receive and process requests for Assistance, conduct Inspector General Inquiries, assist detailed Inspectors General with Inspector General Investigations and Inspector General Inspections, and perform administrative duties. They may also administer oaths during sworn, recorded testimony and wear the Inspector General insignia (except for DA photos). Assistant Inspectors General must be trained and qualified at the Army Inspector General School at Fort Belvoir, Virginia.
4. **Temporary Assistant Inspector General:** These individuals are commissioned officers, chief warrant officers, enlisted Soldiers, Department of the Army civilians, and contracted subject-matter experts temporarily detailed to augment an Inspector General Inspection or Investigation team for a specified period. These individuals are Subject-Matter Experts (SME) in a particular subject area. The Inspector General (TIG) must approve temporary assistant Inspectors General serving for longer than 180 days, and they must attend the Inspector General School at Fort Belvoir, Virginia. The MACOM commander is the approving authority for those temporary assistant Inspectors General serving between 90 and 180 days. The command or State IG is responsible to train the temporary assistant IG prior to them performing IG duties.
5. **Acting Inspector General (AIG):** Acting Inspectors General are commissioned officers only whose MACOM commander has assigned them to serve as Acting Inspectors General as an additional duty. The TIG is the approving authority for all exceptions to policy. An Acting Inspector General assists a detailed Inspector General with receiving IGARs in population areas for which the detailed Inspector General has responsibility but from which the detailed Inspector General is often geographically separated. The detailed Inspector General has several other options

in lieu of appointing an Acting Inspector General such as conducting periodic assistance visits, using phones and faxes, and developing Memorandums of Agreement (MOA) with other IGs. Acting Inspectors General will only provide Assistance for requests for help. They will not conduct Investigative Inquiries or Investigations, serve on Inspector General Inspection teams, or perform duties in the office of a Detailed Inspector General. They may not administer oaths and may not wear Inspector General insignia. Detailed Inspectors General at the MACOM level will train and supervise Acting Inspectors General.

6. Office and Administrative Support Staff: These individuals are Soldiers and civilians who serve in administrative and support positions such as secretaries, computer operators, etc. They will take the Inspector General oath because they are part of the Inspector General system and may have access to Inspector General records. Administrative Support Staff personnel will not lead, assist, or conduct Inspector General Inspections, Assistance, Inquiries, or Investigations. Administrative Support Staff may attend the Army Inspector General School at Fort Belvoir. The primary IG, after receiving TIG's permission, may designate school trained office and administrative support staff personnel to serve temporarily as an assistant IG for a specified period of time on an emergency basis.

Section 1-4

The Assistance Function

1. **Purpose:** This section explains the Assistance function.
2. **Assistance Function:** The Assistance function is the process of receiving, inquiring into, and responding to complaints, requests for information, and requests for help presented or referred to an Inspector General. This process is used to correct problems indirectly. Inspectors General correct problems by bringing the matter to the attention of the command and letting the command do the right thing. This referral occurs at the lowest level of command appropriate to take the corrective action and elevated only when deemed appropriate. This process assists in eliminating conditions detrimental to the morale, efficiency, or reputation of the unit and the Army.

The Assistance function is a major portion of the Inspector General workload. It complements the Inspections and Investigations functions of the Inspector General system. For example, during an Inspection you may receive IGARs with either issues or allegations following interviews and sensing sessions. Likewise, a simple request for Assistance may require an Inspection to resolve -- especially in cases where a systemic problem is suspected. Some complaints may expand into an Investigation depending on the situation. Any Inspector General can perform the Assistance function.

The Assistance function is another opportunity for the Inspector General to teach and train; provide information about Army systems, processes, and procedures; and assess attitudes while assisting, inspecting, and investigating. The Inspector General Teaching and Training function is an integral part of all Inspector General functions.

Section 1-5

Who May Submit a Complaint to an Inspector General?

1. **Purpose:** This section explains who may submit a complaint to an Inspector General and lists and describes some of the many sources of Inspector General Action Requests (IGARs).

2. **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 pre-conditions 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. They cannot just walk off the job and fail to inform their supervisors that they are going to the Inspector General. After duty hours, they may go to the Inspector General without notifying their supervisors.

The Inspector General will encourage the Soldier or civilian employee to discuss complaints, allegations, or requests for assistance first with the commander, chain of command, or supervisor as outlined in Army Regulation 600-20. If the complainant does not wish to do so, the Inspector General will accept the IGAR. If specific redress procedures are available, the Inspector General will teach and train the complainant on using the appropriate, formally established redress process, and refer him or her to that process (see Section 4-4, Issues with Other Forms of Redress).

3. **Sources of Inspector General Action Requests (IGARs):** IGARs can come from anyone and anywhere. They come from walk-ins, call-ins, e-mail messages, write-ins, anonymously, or with Inspectors General hearing the IGARs for themselves. The following are some examples of sources of Inspector General Action Requests:

- a. Active, Army Reserve, and National Guard Soldiers (Example: Reserve Soldiers not getting the same treatment as an active counterpart when they access the Army systems).
- b. Anonymous (Example: An unidentified person complains about a lack of command opportunities in a specific unit).
- c. Department of Army civilians (Example: Pre-selection in hiring / promotions).
- d. Family members (Example: Nonsupport issues).
- e. Retirees / Veterans (Example: Veteran administration (VA) benefits / medical problems).
- f. Commander (Example: Discussing a policy or consulting the Inspector General).
- g. Other services (Example: Navy comes to an Army Inspector General for Assistance).
- h. Civilian-civilians (Example: Civilians complaining about a Soldier driving too fast or drinking while driving a government vehicle).
- i. Media (Example: Requesting that the Inspector General confirm or deny something).

- j. Contractors (Example: Contractors not meeting requirements or the Government exceeding the requirements of a contract).
- k. Third parties (Example: Parents complaining on behalf of a son or daughter).
- l. Other Inspectors General (Example: Another Inspector General received your case by mistake, or a Soldier is not in his or her command).
- m. Congress (Example: A Soldier went to his or her Congressperson about a matter).

An Inspector General's responsibility is to receive the IGAR and determine if it is appropriate for that Inspector General to work or refer to another agency. Because an Inspector General assists on an area basis, these IGARs can come from anyone and anywhere. As long as the matter is Army-related, the Inspector General will provide Assistance by working the case or referring the issue to the appropriate agency for action.

Section 1-6

The Purpose and Use of DA Form 1559

1. **Purpose:** This section describes the DA Form 1559 and its use.
2. **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 Commanding General (CG) with information to improve the 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 senior official (colonel promotable, general officer, or senior executive service civilian) (see Part Two, Section 2-4).

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 "specific action requested" block 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.

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 complainant in completing, DA Form 1559. The complainant will then sign the form.

Section 1-6-1

DA Form 1559

1. **Purpose:** This section discusses DA Form 1559, Inspector General Action Request.

A Blank DA Form 1559

INSPECTOR GENERAL ACTION REQUEST			
<small>For use of this form, see AR 20-1; the proponent agency is the Office of The Inspector General and Auditor General.</small>			
DATA REQUIRED BY THE PRIVACY ACT OF 1974			
AUTHORITY: Title 10, USC, Section 3039.			
PRINCIPAL PURPOSE: To secure sufficient information to make inquiry into the matters presented and to provide a response to the requestor(s) and/or take action to correct deficiencies.			
ROUTINE USES: Information is used for official purposes within the Department of Defense; to answer complaints or respond to requests for assistance, advice or information; by Members of Congress and other Government agencies when determined by The Inspector General and Auditor General to be in the best interest of the Army; and in certain cases in trial by court-martial other military matters as authorized by the Uniform Code of Military Justice.			
DISCLOSURE OF THE SOCIAL SECURITY NUMBER AND OTHER PERSONAL INFORMATION IS VOLUNTARY, HOWEVER, FAILURE TO PROVIDE COMPLETE INFORMATION MAY HINDER PROPER IDENTIFICATION OF THE REQUESTOR, ACCOMPLISHMENT OF THE REQUESTED ACTION(S) AND RESPONSE TO THE REQUESTOR.			
LAST NAME - FIRST NAME - MIDDLE INITIAL	GRADE	SSN	DUTY TELEPHONE
COMPLETE PRESENT MILITARY ADDRESS <small>(If no military address, state current civilian address, including Zip Code.)</small>			
SPECIFIC ACTION REQUESTED			
INFORMATION PERTAINING TO THIS REQUEST <small>(Use additional sheets if necessary; list inclusions if applicable.)</small>			
<small>This information is submitted for the basic purpose of requesting assistance, correcting injustices affecting individual, or eliminating conditions considered detrimental to the efficiency or reputation of the Army. I fully understand that I may be held accountable for any statements which are proved to be knowingly untruthful.</small>			
DATE (YYYYMMDD)	SIGNATURE		

What do you want the IG to do for you?

Be sure to get a good phone number.

2. **DA Form 1559:** Complete this form for every request for Inspector General Assistance except for those regarding senior officials. The Inspector General will provide the complainant with a copy of this form when completed and signed. The Inspector General will ensure that he or she advises the complainant of the Privacy Act statement at the top of this form.

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 the 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. Also, ask the complainant to read the statement concerning presenting false allegations to an Inspector General at the bottom of the page.

This form is available through the Army Publishing site, and through the IGARS database in the Reports Menu.

2. IGARS Database Hard-Copy Blank 1559 Form: The IGARS Database Blank 1559 is known as the electronic copy. This blank form exists only within the IGARS database and is for Inspector General use only. This form is only a graphic, hard-copy representation of the data that an Inspector General will enter into the IGARS database when opening and editing a case. Inspectors General should keep copies of this blank form on hand in case the Inspector General has no computer or the computer fails. The Inspector General may then capture the same information on the blank database form and then input that same data later when the computer resumes operation or a computer becomes available. Each field marked with an asterisk must be completed. Unlike the DA Form 1559, the Inspector General may not release a completed copy of this database 1559 to the complainant. Inspectors General store sensitive and confidential information on this form.

Since the IGARS database will undergo continuous refinement, this database form will be updated routinely to include new fields for required information. Inspectors General should keep abreast of these changes by checking the current form available on the IGARS database at least monthly. A feature within the IGARS database in the Reports Menu allows Inspectors General to click on a button, open a copy of the blank form in IGARS, and print it for hard-copy reproduction and use as necessary.