



**DEPARTMENT OF THE ARMY**  
U.S. ARMY INSTALLATION MANAGEMENT COMMAND, PACIFIC REGION  
HEADQUARTERS, UNITED STATES ARMY GARRISON, HAWAII  
745 WRIGHT AVENUE, BUILDING 107, WHEELER ARMY AIRFIELD  
SCHOFIELD BARRACKS, HAWAII 96857-5000

REPLY TO  
ATTENTION OF

**AUG 26 2016**

IMHW-ZA

MEMORANDUM FOR All Military Personnel Assigned or Attached to the US Army Garrison, Hawaii

SUBJECT: Policy Memorandum USAG-HI-37, The Right of Soldiers to Present Complaints – or Request Assistance From – the Inspector General

1. All Soldiers have the right to present complaints, grievances, or requests for assistance to the Inspector General. These complaints or grievances may include what Soldiers reasonably believe to be evidence of fraud, waste, and abuse.
2. Before visiting the Inspector General, you should consider whether your chain of command can address your concerns in a more prompt manner. However, you are not required to present your concerns to your chain of command before contacting the Inspector General. Remember to obtain permission to be absent from your duties if you wish to visit the Inspector General during duty hours.
3. You may visit, call, facsimile, email, or write your local Inspector General using the following contact information:  
  
Mission Support Element Hawaii (MSE-HI)/25<sup>th</sup> Infantry Division Inspector General  
Office Hours: 0800 – 1600  
Building S361, 1414 Waianae Avenue, Schofield Barracks, HI 96857  
Telephone: (808) 655-0847 or (808) 655-1945  
Facsimile: (808) 655-4242  
E-mail: [25id.hq.ig.assistance@us.army.mil](mailto:25id.hq.ig.assistance@us.army.mil)
4. If you believe your local Inspector General's response to your concerns is not fair, complete, or in accordance with law or regulation or if you believe contacting your local Inspector General may jeopardize your interests, you may write to HQ USARPAC/APIG, Inspector General, Fort Shafter, HI 96858. You may also call the Department of the Army Inspector General (DAIG) or the Department of Defense Inspector General (DODIG) Hotline. The telephone numbers are: DAIG Assistance Line: 1-800-752-9747 (toll free) and DODIG Hotline: 1-800-424-9098 (toll free).

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5. Department of the Army personnel are prohibited from taking any action that restricts you from filing a complaint, seeking assistance, or cooperating with the Inspector General or a member of Congress. These same individuals are prohibited from taking any disciplinary or adverse action against you for filing a complaint, seeking assistance, or cooperating with the Inspector General, a member of Congress, or any agency established to receive such complaints. However, if you lie or knowingly make false accusations to the Inspector General, you will be subject to disciplinary action.
6. In accordance with Army Regulation 20-1, paragraph 1-12, (Rapid Action Revision dated 3 Jul 12) the Inspector General has a duty to protect confidentiality to the maximum extent possible. This requirement to protect confidentiality is true for all persons who ask the Inspector General for help, make a complaint, contact or assist an Inspector General during an inspection or investigation, or otherwise interact with an Inspector General.
7. This policy supersedes Policy Memorandum USAG-HI-40, SAB, dated 14 Jul 14, and remains in effect until rescinded or superseded in writing.
8. The proponent for this policy is the Mission Support Element Hawaii (MSE-HI)/25<sup>th</sup> Infantry Division Inspector General at 655-0847 or 655-1945.



STEPHEN E. DAWSON  
COL, SC  
Commanding

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