Be sure you have a problem, not just a peeve.

Give your chain of command a chance to solve the problem.
(Many problems will be referred to the chain of command for resolution.)

If IG assistance is needed, contact your local IG first.
(IG’s at higher commands will normally refer the case to the local IG for action.)

Be honest and don’t provide misleading information.
(IGs work to uncover all relevant facts and there are penalties for knowingly providing false information.)

Keep in mind that IGs are not policy makers.
(If a policy is flawed you can submit proposed change on a DA form 2028 or AF form 847.)

Keep in mind that IGs can only recommend, not order a resolution.
(Only Commanders can issue orders; the role of the IG is to advise the Commander.)

Remember IGs can only resolve a case on the basis of fact.
(Claims must be supported by evidence.)

Don’t expect instant action on your request…be patient.
(Investigations take time, IG’s focus on getting the facts correct versus expedient resolution and IGs tend to have heavy workloads.)

Be prepared to take no for an answer.
(In any case “Yes” or “No”, the IG will explain why.)

To complain without fear of reprisal is the right of any Soldier, Airman, Civilian, or Family Member seeking IG help.