



Department of the Army
 NGB INSPECTOR GENERAL-U.S. VIRGIN ISLANDS
 4031 LAGRANDE PRINCESSE, LOT 1B
 CHRISTIANSTED, VI 00820



AFKA-IG

08 JAN 2008

Before you tell the IG

WHEN DECIDING WHETHER OR NOT TO SEE YOUR IG:

- Be sure you have a problem, not just a peeve. (Are the cooks turning out lousy food or was it just one bad meal?)
- Give your chain of command a chance to solve your problem. (Many problems must be addressed to the chain of command for resolution anyway.)
- Give the agency supervisor a chance to resolve your problem. (The IG often contacts the agency to solve the problem.)

WHEN YOU DECIDE TO CONTACT YOUR IG:

- Be honest and don't provide misleading information. (IGs will discover the truth and there are penalties for providing false information. We will ask if your chain of command knows about your claim)
- Remember your IGs can only resolve a case on the basis of fact. (Your claim that a supervisor has violated the rules doesn't make it fact. A claim must be supported with evidence. The more evidence you provide, the better we can resolve your claim.)
- Don't expect instant action on your request.....be patient. (Inquiries take time and IGs tend to be very thorough before making recommendations.)
- Understand that the outcome of your case might not be what you expected (but the IG will always explain why.)

DID YOU KNOW?

- IGs are not policy makers. (If a policy is flawed, you can submit proposed changes on a DA Form 2028.)
- IGs can only recommend, not order a resolution. (Only commanders can order; the role of IG is to advise the commander(S).)
- IGs give answers to clients and the chain of command while protecting confidentiality to the maximum extent possible.
- We provide assistance to COMMANDERS, SOLDIERS, FAMILY MEMBERS, DoD CIVILIANS AND RETIREES

How to Request Assistance

Walk In: 4231 LaGrande Princesse, Lot 1B, small building separate from the HQs
Phone Number: (340) 712-7719

Write: Department of the Army
VING HQs -ATTN: Inspector General
4031 LaGrande Princesse, Lot 1 B
St Croix, VI 00820-4353

To complain without fear or reprisal is the right of any Soldier, Civilian or Family Member seeking IG help. After all, problem solving is one of the IG's primary missions. Feel free to speak with me any time, you will see me walking around and meeting soldiers in the Armories.



VING Inspector General