

"ISSUE OR COMPLAINT - START HERE"

1. Navy Medicine Readiness and Training Command Twentynine Palms Hotline

Complaints. This program is intended to strengthen and focus efforts to combat fraud, waste, abuse, and mismanagement. This Medical Inspector General (MED IG) process gives a voice to all members in the command and assures their concerns will be heard, considered, and appropriately addressed.

a. If you submit your complaint to the Department of Defense IG) Naval IG, or MED IG your complaint is forwarded to the local IG (Naval Medical Forces Pacific) for investigation. It is recommended you save time by submitting your complaint directly to the local Hotline Coordinator (HC).

b.. Your command should be your first point of contact if you are considering filing a complaint. It is recommended you will save time by submitting your complaint to the lowest level in the chain of command.

c. If you are unable to resolve your issue or the unit is unresponsive or you reasonably fear reprisal using your chain of command, you may consider contacting your local HC. The HC will review your complaint to determine whether or not the complaint is a matter for the IG. The HC will acknowledge receipt of your complaint. If the complaint is an appropriate FWA&M matter the process goes forward. If not, the HC will forward the complaint to the proper entity.

2. 4-Step Hotline Complaint Procedure:

- Step 1: Determine the best method to address your issue/complaint
- Step 2: Review the Frequently Asked Questions (FAQs)
- Step 3: Prepare to submit your hotline complaint
- Step 4: What other avenues of redress are available to resolve complaint

Step 1: Determine the best method to address your issue/complaint

You should first attempt to resolve problems using the chain of command and other local resources (e.g. seek assistance from the legal staff, union representative, chaplain, human resources personnel, equal opportunity advisor, or your immediate supervisor.

Or you can refer to the Naval Inspector General's "How to Resolve a Complaint (A-Z)" link: <https://www.secnav.navy.mil/ig/Pages/Complaints.aspx>. This will bring you to a website with a list of complaints and what entity should be able to address your complaint. It was developed by IG personnel to assist complainants in determining the best method to address an issue. Complainants are encouraged to review the list before filing a complaint with an IG/HC.

This is a list of matters appropriate for the IG:

- Abuse of Authority/Position
- Bribes/Kickbacks/Acceptance of Gratuities
- Conflicts of Interests
- Ethics Violations
- Fraud/Travel Fraud (TDY and TAD)
- Improper Referral for Mental Health Evaluation
- Mismanagement (Significant Cases)
- Misuse of Official Time, Gov't Property, Position and Public Office
- Political Activities
- Procurement Issues
- Purchase Card/travel Card Abuse
- Reprisal (Military Whistleblower Protection)
- Safety/Public Health (Substantial/Specific)
- Systemic Problems
- Time and Attendance (Significant violations)
- Time and Attendance (Significant Violations)
- Waste (Gross)

Step 2: Review the Frequently Asked Questions (FAQs)

Who may use the Hotline?

- Anyone can file a hotline complaint.

Is there a time limit to file a complaint?

- Generally, you should submit your complaint within 90 days of the date the alleged wrongdoing occurred. However, we will consider complaints over 90 days old if you can demonstrate you were unable to meet the time requirement due to extraordinary circumstances or unforeseen delays.

What Issues should you report to the Hotline?

- You should report any issues listed in the "List of Matters appropriate for the IG" to your local HC or NMFP IG point of contact, see the Hotline Flyer. Report minor violations to your chain of command.

What is reprisal?

- A reprisal occurs when a Responsible Management Official takes or threatens to take an unfavorable personnel action, or withhold or threaten to withhold a favorable personnel action, because someone made or prepared to make a protected communication (PC).

Who is Responsible Management Official (RMO)?

- Someone who took the action; reviewed, influenced one or recommended the action to be taken, or approved the action. (Note: The RMO must know about the PC before taking the unfavorable action.)

What is an unfavorable personnel action (UPA)?

- Any action that unfavorably affects or has the potential to unfavorably affect a member's position or career. (Note: Examples of UPAs include adverse fitness reports or evaluations, denial of training that is required of one's position, changes to duties or responsibilities not commensurate with one's rank.

What is a PC?

- Any lawful communication to a member of Congress or IG. Communication with law enforcement agencies, Equal Opportunity Officials or someone in the chain of command may also be a PC if it was made to report a violation of law or regulation, including gross mismanagement, a gross waste of funds or other resources, abuse of authority, sexual harassment or unlawful discrimination, or a substantial and specific danger to public health or safety.

Step 3: Prepare to submit your hotline complaint

If you have determined the issue is appropriate for an IG investigation, gather the information you will need to submit your complaint.

An IG/HC will ask you to provide the following information:

- **Who**...Service member's or employee's full name, rank/grade, and duty station.
- **What**...Specific wrongdoing and why you believe the activity was misconduct to include the rule, regulation, or law you think they violated.
- **Where**...Location where the wrongdoing occurred.
- **When**...Specific dates and times.
- **How much**...Estimated dollar loss.
- **Why and how**...Describe why and how you believe the individual perpetrated the offense.
- What you have done to try to resolve the issue.
- What you want the IG/HC to do.

Remember, the more detailed information you provide the better we can assist you.

Step 4: What other avenues of redress are available to resolve complaints?

Contact the Naval Hospital's local HC at (760) 830-2720 for assistance in filing your complaint.

We will evaluate your complaint and request more information, if necessary. Keep in mind, if an investigation is conducted, you will be interviewed and can provide additional information and documents at that time. Complete the Hotline Complaint form and forward via:

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| Email: usn.29palms.nmrtc-29-palms.list.nhttp-ig-hotline-rep@health.mil |
| By Mail to: Naval Hospital ATTN: Hotline Coordinator/IG MAGTFTC MCAGCC Box 788250 Twentynine Palms, CA 92278 |
| Drop complaint off at Rm E213 on the 3d Deck (in the Ortho/ MedSurg Wing) |
| Leave a message at: (760) 830-2344 |

3. The Office of Special Counsel (OSC) handles the following complaints:

a. Alternative Dispute Resolution. The Office of Special Counsel (OSC) offers Alternative Dispute Resolution (ADR) to resolve selected prohibited personnel practice (PPP) and Uniformed Services Employment and Reemployment Rights Act (USERRA) complaints without the need for a lengthy investigation.

b. Disclosure of Wrongdoing. The Office of Special Counsel (OSC) handles claims of wrongdoing within the executive branch of the federal government from current federal employees, former employees, and applicants for federal employment.

c. Hatch Act. The Hatch Act, a federal law passed in 1939, limits certain political activities of federal employees, as well as some state, D.C., and local government employees who work in connection with federally funded programs.

d. Prohibited Personnel Practices. Prohibited personnel practices (PPPs) are employment-related activities that are banned in the federal workforce because they violate the merit system through some form of employment discrimination, retaliation, improper hiring practices, or failure to adhere to laws, rules, or regulations that directly concern the merit system principles.

e. USERRA. Provides employment protections for members of the uniformed services of the United States in their civilian careers. Uniformed services include current, former, and prospective members of: active duty U.S. military, National Guard or Reserves, and certain other services like the Commissioned Corps of the Public Health Service.

FAQ LINK for OSC: <https://osc.gov/FAQ>