

# ENCLOSURE A20

UNITED STATES ARMY INSPECTOR GENERAL SCHOOL

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# THE ASSISTANCE AND INVESTIGATIONS GUIDE



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DEPARTMENT OF THE ARMY INSPECTOR GENERAL AGENCY  
TRAINING DIVISION  
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FORT BELVOIR, VIRGINIA 22060-5935  
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## Section 2-2-2

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### Call-in IGAR

1. **Purpose:** This section explains the process of receiving a call-in IGAR.
2. **Call-in IGARs:** Call-in is one of the options to a complainant for submitting a complaint or request for information to the Inspector General. The IG will conduct an initial intake interview with the complainant over the telephone to capture the essence of that person's complaint. The IG will utilize the DA Form 1559 to explain the Privacy Act and consent elections and to record information from the complainant. The IG will conduct the telephonic interview in the same manner as a walk-in IGAR. In addition to the interview, the IG will follow the four steps listed below during a telephonic interview:
  - a. **Privacy Act:** The IG will read the Privacy Act Statement of 1974 to the complainant located on the top of the DA Form 1559. The IG must ensure that the complainant understands the Privacy Act statement before the IG begins working the complainant's case (**prescriptive provision in Army Regulation 20-1, paragraph 6-1d (1) (b))**).
  - b. **Consent:** The IG will read the consent options to the complainant located at the bottom of the DA Form 1559. The IG must ensure that the complainant understands the consent options. The IG will then annotate whether or not the complainant consents to the release of his or her personal information and / or documents provided to the IG before the IG begins working the complainant's case (**prescriptive provision in Army Regulation 20-1, paragraph 6-1d (1) (b))**).
  - c. **Read Back the DA Form 1559:** The IG will read back to the complainant the information taken during the telephonic interview for clarity and accuracy.
  - d. **Telephonic:** When taking complaints via the telephone, the IG will annotate in the signature block the word "Telephonic" on the DA Form 1559. The Inspector General may forward to the complainant a copy of the DA Form 1559 for that person's records.
  - e. **Written Follow-up Documentation:** The IG will ask the complainant to forward any supporting documentation to the Inspector General office.