

ENCLOSURE A24

Army Regulation 20-1

**Assistance, Inspections,
Investigations, and Follow up**

**Inspector
General
Activities
and
Procedures**

**Headquarters
Department of the Army
Washington, DC
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UNCLASSIFIED

time limit does not apply to the requirement to report allegations against senior officials in accordance with paragraph 1-4b(5)(d), above.

f. Special correspondence. IGs routinely receive allegations or requests for assistance in a variety of ways. Normal correspondence includes letters (and in some cases audio or video tapes) that the IG must attach to the hard copy DA Form 1559 as part of the case file. Call-in complaints are acceptable, but the IG must ensure the complainant understands the Privacy Act and verbally consents to the release of personally identifying information in order to resolve the matter. The following types of written complaints represent special situations and, in some cases, require special handling:

(1) *White House and Congressional correspondence.* The Army White House Liaison Office (WHLO) refers requests from the President, Vice President, or their spouses to DAIG or to an Army staff agency. Referrals from MCs include requests from constituents who may be Soldiers, Family members, or private citizens. The Army Office of the Chief of Legislative Liaison (OCLL) receives cases from MCs and refers them to the Army staff, the chain of command, or to DAIG (see para 6-5, below, for ARNG responses to MCs). If the WHLO or OCLL forwards the matter to DAIG, then DAIG's Assistance Division will in turn refer the matter to the appropriate Army IG staff section for action while retaining OOR status. The receiving IG staff section will be the OOI and may conduct an assistance inquiry, investigative inquiry, or investigation based upon the nature of the complaint. Once the IG action is complete, the IG will forward the results through the ACOM, ASCC, or DRU IG to DAIG's Assistance Division, which will prepare the final response to the complainant on behalf of the President or to the MC, and furnish copies to the WHLO or OCLL and the IG staff section (or sections) that processed the case. Any IG who receives a request directly from the President or an MC, or from the installation or activity congressional liaison office, will promptly notify DAIG's Assistance Division so that the Assistance Division can contact the WHLO or OCLL to have the case transferred to DAIG.

(2) *Secretary of Defense, Secretary of the Army, and Chief of Staff, Army correspondence.* TIG may receive referrals from the Secretary of Defense, SECARMY, CSA, and the Executive Communications and Control office. DAIG's Assistance Division, on behalf of TIG, will forward these referrals to Army staff agencies, ACOMs, ASCCs, and DRUs for input and responses to these referrals.

(3) *The Department of Defense Hotline.* The hotline coordinator in DAIG's Assistance Division receives these cases from the DODIG Hotline Office. The division, through the Hotline Branch, refers these cases for assistance inquiry or investigation to ACOM, ASCC, or DRU IGs or to Army staff principals for command inquiry or investigation. Depending on the nature of the referral or the findings, these agencies or commands must reply using the Hotline completion format specified in DODI 7050.01 (see para 7-3a, below).

(4) *Electronic mail.* IGs will treat IGARs sent by email as a call-in complaint by calling the individual to ensure that he or she understands the Privacy Act and verbally consents to the release of personally identifying information in order to resolve the complaint. The IG will acknowledge receipt by sending a generic email message only if the complainant did not provide a mailing address or telephone number. When acknowledging receipt by email, the IG must use a generic subject line to ensure the complainant's confidentiality. The IG will never reply to the actual message but will instead send a new message to avoid sending confidential IG information back through an open email server. The IG should make every attempt to verify the source of complaints received by email either in person or telephonically or, if anonymous, that the complaint is in fact legitimate.

6-2. Special types of complaints and complainants

a. Anonymous complaints. IGs will not ignore anonymous IGARs. IGs will analyze all anonymous complaints for issues and allegations and then take action to resolve them to protect the interests of the government. When processing anonymous allegations and complaints, IGs will not attempt to identify the complainant or create the appearance of doing so. Determining the facts related to the IGAR is the IG's primary concern. If the IG does not have enough information to resolve the complaint, the IG will close the case and note this fact in the synopsis. Because the complaint is anonymous, the IG is not required to reply to the complainant even if the IG later learns the complainant's identity. IGs will not accept anonymous or third-party allegations of statutory whistleblower reprisal (see para 1-13f, above). The affected individual must want the IG to investigate the allegation of reprisal and be willing to cooperate; only the DODIG can close a case based upon the complainant's request or failure to cooperate with the investigator.

b. Habitual complainants. Some complainants will repeatedly bring complaints to an IG. If a case has been closed, the IG will review any new material and determine if he or she should re-open the case. IGs will not automatically reject habitual complaints without first analyzing, in an impartial manner, the complaints for new matters.

c. Third-party complainants. Third-party complainants are individuals who provide a complaint on behalf of a Soldier or Civilian employee. See the glossary for a detailed definition of a third party. Most third-party complainants tend to be parents or other Family members. The PA prohibits the release of PA-protected information to third parties without the consent of the individual to whom the information pertains unless an applicable PA exception applies that permits disclosure or the complainant completes a DA Form 7433 (Privacy Act Information Release Statement). In general, IG