



DEPARTMENT OF THE ARMY
HEADQUARTERS, 25TH INFANTRY DIVISION AND U.S. ARMY HAWAII
BUILDING 580 KOLEKOLE AVENUE
SCHOFIELD BARRACKS, HAWAII 96857-6000

APVG-CG

08 APR 2019

MEMORANDUM FOR RECORD

SUBJECT: 25th Infantry Division and U.S. Army Hawaii (USARHAW) Policy Letter #7 – The Right of Soldiers to Present Complaints or Request Assistance from the Inspector General

1. Reference. Army Regulation 20-1 (Inspector General Activities and Procedures), 29 November 2010, Rapid Action Revision, 03 July 2012.
2. All Soldiers have the right to present complaints, grievances, or requests for assistance to the Inspector General. These complaints or grievances may include what Soldiers reasonably believe to be of fraud, waste, or abuse.
3. Soldiers are not required to present their concerns to their chain of command before contacting the Inspector General. However, Soldiers should consider whether their chain of command can address their concerns in a more prompt manner. If Soldiers wish to visit the Inspector General during the work day, they must obtain permission before being absent from their duties. Soldiers are not required to tell anyone why they want to speak to an Inspector General.
4. You may visit, call or write your Inspector General using the following information:

Name:	25th Infantry Division & USARHAW Inspector General
Location:	Building S-361 (located behind the Tropic Lightning Museum)
Phone:	(808) 655-0847
Webpage:	https://www.25idl.army.mil/UNIT_SPECIALSECTIONS/IG/index.html
Email:	25id.hq.ig.assistance@us.army.mil
5. If you believe your local Inspector General's response to your concerns was not fair, complete, or in accordance with law or regulation or if you believe contacting your local Inspector General may jeopardize your interests, you may call USARPAC Inspector General, Fort Shafter, HI 96858 at (808) 787-4401. You may also call the Department of the Army Inspector General (DAIG) at 1-800-752-9747 (toll free) or the Department of Defense Inspector General (DODIG) Hotline at 1-800-424-9098 (toll free).
6. Department of the Army personnel are prohibited from taking any action that restricts you from filing a complaint, seeking assistance, or cooperating with the Inspector General or a Member of Congress. These same individuals are prohibited from taking any disciplinary or adverse action against you for filing a complaint, seeking assistance, or cooperating with the Inspector General, a Member of Congress, or any agency

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established to receive such complaints. However, if you lie or knowingly make false
accusations to the Inspector General, you will be subject to disciplinary action.

7. In accordance with Army Regulation 20-1, the Inspector General has a duty to protect
confidentiality to the maximum extent possible. This requirement to protect confidentiality
is true for all persons who ask the Inspector General for help, make a complaint, contact
or assist an Inspector General during an inspection or investigation, or otherwise interact
with an Inspector General.

8. This policy supersedes USARHAW Policy Letter #4, dated 19 April 2018 and remains
in effect until cancelled or superseded in writing.

9. The proponent for this policy is the 25th Infantry Division and USARHAW Inspector
General at (808) 655-0847.



RONALD P. CLARK
Major General, USA
Commanding