



The USATC&FJ Inspector General Update



“First be right, then go forward”

November 2021

Open Door Policy

responsible for everything their command does or fails to do. Therefore, the chain of command is usually the best first stop for resolution. The IG office does not serve as advocates for anyone who seeks assistance or has a complaint.

Before contacting the IG Office, Soldiers should give the chain of command (Company, Battalion, Brigade) or the appropriate agency a chance to address and resolve issues. One of the first questions the IG office will ask is “have you talked to your chain of command?” If the answer is no, then why? If for some reason, the Soldier is not comfortable making the complaint to their commander/supervisor, the IG will address the issue in a way that supports the chain of command while addressing the needs of the Soldier.

The IG Office receives multiple calls from Soldiers concerning issues that can be resolved by the chain of command. In addition, many complaints are not appropriate for Inspector General involvement. While the IG office will never refuse to assist anyone, it is important for Soldiers to engage their chain of command and/or follow appropriate means of redress. Engaging the commander is as simple as using the commander’s open door policy.

In accordance with Army Regulation 600-20 (Army Command Policy), Soldiers are responsible for ensuring that the commander is made aware of problems that affect discipline, morale, and mission effectiveness. The open door policy allows members of the command to present facts, concerns and problems of a personal or professional nature that the Soldier is unable to resolve on their own. **The IG office will always encourage the Soldier to take the issue to the chain of command in order to allow the commander an opportunity to resolve the issue.**

“I don’t think my commander or supervisor will do anything to correct the problem”. Commanders/supervisors cannot correct issues if they are unaware of their own behaviors or anyone/anything within the unit/organization. Commanders are

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Support of Family Members

 **Soldiers are required to maintain reasonable contact with family members so that their financial needs and welfare do not become official matters of concern for the Army.**

AR 608-99

Soldiers **are required** to provide adequate financial support to family members and comply with all court orders. Soldiers are expected to conduct themselves in an honorable manner with regard to parental commitments and responsibilities.

The commander's actions when presented with a request for family support include, but are not limited to:

- Reviewing the inquiry
- Counseling the Soldier, and
- Responding to the complainant (family member, spouse, or former spouse; on behalf of children) in a reasonable time.

The appropriate level commander, which in most instances it will be the Company Commander, should consult with the Staff Judge Advocate prior to responding to non-support issues/allegations.

If the family member provides insufficient information, the commander **will still review the complaint**, acknowledge receipt, and explain that the information provided is insufficient to take action on the complaint and inform the family member what information is needed before the commander can provide a complete reply.

Issues or allegations regarding support of family members is NOT appropriate for the Inspector General(IG).

The IG office will refer complaints of failure to provide family support to the commander for further action. Although family support complaints is not appropriate for the IG, upon receipt of a family support request, the IG office will determine if the family member (spouse, or former spouse; on behalf of children) has contacted the chain of command to inform the Soldier's commander of the problem. The IG office may offer assistance in properly routing the complaint to the commander, in case the family member has no information on Soldiers' assigned duty location or unit of assignment. The IG office may also assist with ensuring that the immediate needs of the family are met (shelter, food, medical care) by referring the complainant to agencies such as the Family Readiness Group (FRG), the Red Cross, Army Emergency Relief (AER), Army Community Services (ACS), or other local agencies that might provide interim support to Family members in need.

Military One Source: 1-800-342-9647 <https://www.militaryonesource.mil/>

Resources available on Fort Jackson:
Army Community Service: 803-751-5256
Legal Assistance: 803-751-4287
Civilian Personnel Advisory Center:
803-751-3219

