

## ERMC Inspector General Frequently asked questions - FAQ

### 1. How do I request assistance?

To request assistance, you may call the IG office directly and make an appointment to speak with an IG in person or request assistance telephonically. Please provide the following information:

- a. The details as to what occurred so we would better understand what happened.
- b. Who you have already contacted by name to try and work it out before reaching us (example: chain of command, supervisor, etc.).
- c. Copies of any documents you have that we would also need.

Note: Requests for Inspector General Assistance should be made to your local Inspector General. Your right to confidentiality cannot be guaranteed using E-Mail.

### 2. Who can use the IG?

All soldiers and civilian employees have the right to present complaints, grievances or requests for assistance to the Inspector General (IG). These may include what soldiers and employees reasonably believe evidence of fraud, waste, and abuse.

### 3. Where should I go first if I am a soldier with a problem?

Before visiting the IG, soldiers should consider whether your concerns can be addressed more quickly and simply by referring them to your chain of command first. You do not have to present your concerns to your chain of command before visiting the IG. However, you must obtain permission to be absent from your duties if you wish to visit the IG during your duty hours. You do not have to tell anyone why you want to visit the IG.

### 4. Where should I go first if I am a civilian employee with a problem?

Before visiting the IG, civilian employees should consider whether your concerns could be addressed more quickly and simply by referring them to your immediate supervisor first, or by using one of the following procedures. Statutes, regulations, and collective bargaining agreements prescribe procedures for civilian employees to use in submitting complaints that pertain to certain civilian employment matters. To obtain information about grievance and appeal rights and procedures, contact your local Civilian Personnel Officer who will give you information about the pertinent regulations and tell you the procedures to follow. If you want to submit a complaint about discrimination concerning employment because of race, color, religion, sex, age, national origin, or disability, contact your local Equal Employment Opportunity Officer. If you want to report a complaint about hazardous work conditions (unsafe or unhealthy) use the procedures in Chapter 3, AR 385-10.

If you have a complaint about matters other than civilian employment, or a complaint about violations of regulations in processing complaints about personnel actions, and you feel your supervisor has not resolved your complaint, you may visit or call your local IG.

5. Where should I go if my concern is patient care related?

We suggest that you first attempt to resolve the matter through the Patient Advocate office located at the following Medical Treatment Facilities:

Landstuhl Regional Medical Center: Commercial: 06371-86-8326, DSN 486-8326

Heidelberg MEDDAC: Commercial: 06221-17-2666, DSN: 371-2666

Wurzburg MEDDAC: Commercial: 0931-804-3666, DSN: 350-3666

6. Is there someone local I can contact instead of using the ERMIC IG at Headquarters, Heidelberg?

You may visit or call your local installation IG. If you believe your local IG's response to you is not fair, complete, or in accordance with law and regulation; or if you believe your interests may be jeopardized by visiting your local IG, you may write to CDR, ERMIC, ATTN: IG, CMR 442, APO AE 09042, or call the ERMIC IG at Commercial 06221-17-2504; DSN 371-2504.

7. If I don't want to use the ERMIC IG, is there anyone else?

You may also call the U.S. Army Medical Command (MEDCOM) IG, the Inspector General, Department of the Army (DAIG) or the Inspector General, Department of Defense (IG, DOD) Hotline. Their telephone numbers are:

MEDCOM IG: Commercial: (201) 221-6402; DSN: 471-6402

DAIG: Toll Free: 1-800-752-9747; Commercial: (703) 695-1578; DSN: 225-1578

IG, DOD: Toll Free: 1-800-424-9098; Commercial: (703) 693-5080; DSN: 223-5080

8. What about reprisals if I come forward with information?

Department of the Army personnel are prohibited from taking any action that restricts you from filing a complaint, seeking assistance, or cooperating with the IG. They are also prohibited from taking any disciplinary or adverse action against you for filing a complaint, seeking assistance, or cooperating with the IG. However, if you lie or knowingly make false accusations to the IG, you are subject to disciplinary action.

9. What about confidentiality?

Per AR 20-1, paragraph 1-12, the IG has a duty to protect confidentiality to the maximum extent possible. This is particularly true when it is specifically requested, of persons who ask the IG for help, make a complaint, give evidence, contact or assist an IG during an inspection or investigation, or otherwise interact with an IG.

10. What if I just want information and don't need to request assistance or make a complaint?

We use several web addresses that you may find helpful.

Note: You are about to leave Europe Regional Medical Command's web site and may enter the web site of a non-federal entity. Europe Regional Medical Command does not endorse this entity, but provides this link only as a convenience.

US Army Regulations: [www.usapa.army.mil](http://www.usapa.army.mil)

TRICARE: [www.tricare.osd.mil](http://www.tricare.osd.mil)

DOD: [www.defenselink.mil/pubs/](http://www.defenselink.mil/pubs/)

US Government Law: <http://uscode.house.gov/>