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AMC IG Website

<https://amc.scott.af.mil/ig/html/index.htm>

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SAF IG Website

www.ig.hq.af.mil

"Q" Town Crier

... Words From IGQ

Col(s) Marc Pagliaro

Hello from the cornfields of Illinois. As we always say on the IG, I'm happy to be here. Seriously, I am looking forward to working with all of you. Please feel comfortable with picking up the phone and asking for our help with issues. I know that we here at the MAJCOM do the same very often with SAF/IG. We are here to support you...not to make your job more difficult.

Col Stark, thanks for all you have done here, and for handing me over a great office.

This month we welcome Col Rennie as the new 15 AF/IG, replacing Col Neilheisel. Col McCoy as the new 375th AW/IG, replacing Col Marker. Lt Col Michael Foster as the new 92 ARW/IG replacing Lt Col Kurt Tempel. Lt Col Dan Favorite as the 60 AMW/IG replacing Lt Col Teresa Walters. Lt Col Jeffrey Johnson as the 319 ARW/IG, replacing Lt Col "Rocky" Graziano.

You haven't heard from Capt Heather Meyer recently because we sent her away to SOS. We'll have the new and improved Capt Meyer back around mid-October.

Report Quality

Col(s) Marc Pagliaro

Lately we have seen a few reports that have not met standards for completeness and correctness. Fortunately the content of the reports was adequate and did correctly address the issues.

Here are a few tips that may help. First, make sure that your investigating officers are getting the help they need. We suggest that you sit down with them and go through the IO toolkit presentation one on one. This will not only let the IO know how things are done, it will confirm for you that they have been started in the right direction.

Get a "second opinion" on your allegations. If they aren't correctly framed, your investigation will be flawed from the start. Call us if you aren't sure how best to address a complaint.

Make sure you regularly check in with your IO to confirm that things are going well. Remember, you are ultimately responsible for the report and its content, not the IO.

Finally, do a good quality check before you close the investigation or send it forward.

TDY Complaints

Col(s) Marc Pagliaro

A recent case brought up an issue that we think will continue to be a problem. That is, how do you address

complaints that concern an incident that may have occurred while TDY, and the complainant and the subject(s) may be from different bases?

After analysis, there is really only one way to approach this... our main guidance is that we never want to have two IO's looking at a case. Therefore, we need to find a way for the IG's at each of the bases to agree to a single investigation...we'll cover this at the upcoming AMC/IGQ conference, but if you have a similar problem you are working on, please give us a call.

AMC INSTALLATION IG CONFERENCE

Planning continues for the upcoming AMC/IGQ Installation IG Conference, 28-30 Oct 02, Airlifters' Hall, Scott AFB. Plan to travel on 28 Oct—there's an evening social planned for 1900L. Discussion topics for 29 Oct include SAF/IGQ Perspective, AMC Trends, AMC Statistics, Complaint Resolution Process, and Reprisal/Whistle Blower Protection Act. On 30 Oct, we'll cover Life Skills (Mental Health), FOIA/Privacy Act, MEO, OSI, Congressionals, ACTS Data and end with an open forum. Plan your return travel NET late afternoon, 30 Oct.

Forward questions to Lt Col Terry Dove at terrance.dove@scott.af.mil. With the large AMC IG

turnover this summer/fall, the conference is a great opportunity for new IGs to meet and network.

INSTALLATION IG TRAINING COURSE (IIGTC)

The first two IIGTC classes for FY03 are as follows: 21-25 Oct and 2-6 Dec 02. The Oct class is full (we're sending our quota of 4 IGs) but AMC still has some openings for the Dec class. SAF/IGQ has confirmed that both classes will meet at the National Conference Center (formerly XDU). As always, please forward your nominees to AMC/IGQ. Newly assigned IGs will have priority. See the SAF/IGQ website <http://www.ig.hq.af.mil/igq/> for the complete FY03 IIGTC schedule.

AUTOMATED CASE TRACKING SYSTEM (ACTS) QUARTERLY DATA CALL

Its time again for the quarterly ACTS data call. As with the data call done in July, please send your inputs (or questions) to Mr Keith "Radar" Russell at keith.Russell-02@scott.af.mil. Please limit the data submitted to the following inclusive dates: Jul-Sep 02. Suspense to HQ AMC/IGQ 16 Oct 02.

For your information, the AF-wide ACTS statistics for the first half of CY 2002 are available at the SAF/IGQ website: <http://www.ig.hq.af.mil/igq/>.

You'll note that slides 8 and 9 of that briefing list the AF-wide average for the various stages of the complaint resolution process. As Col(s) Pagliaro points out in the "Report Quality" article above, an area of concern for all IGs is "rework" of the report. AF-wide, the numbers are well above the desired goal of "none required."