

## Nine tips for filing a complaint with the Inspector's Office

The 9 pointers listed below will help you understand the system and what the MCAS Beaufort Inspectors Office can do for you.

- 1. BE SURE THERE IS A PROBLEM** - Personal peeves loom large in the minds of some Marines, but there is little the Inspector can do about a peeve. If the cooks consistently turn out lousy chow, that's a problem. If someone doesn't like the menu for one particular meal, that's a peeve.
- 2. GIVE THE CHAIN OF COMMAND A CHANCE TO SOLVE THE PROBLEM** - The chain of command consists of the people who can solve problems. Your chaplain, congressman, or local Inspector can help on occasion, but they must ultimately work with the chain of command.
- 3. TRY ALL OTHER APPROPRIATE REMEDIES** - The Inspector General of the Marine Corps is a sort of "court of last resort." If other remedies are available, they must be used first.
- 4. BE TOTALLY HONEST WITH THE INSPECTOR; ONCE THE INSPECTOR STARTS INVESTIGATING, HE OR SHE WILL KNOW SOON ENOUGH IF THE TRUTH IS TWISTED** - A lot of time and effort will be wasted if you are not honest in your complaint.
- 5. KEEP IN MIND THE INSPECTOR'S REGULATORY AND STATUTORY LIMITS** - The MCAS Beaufort Inspector cannot change a regulation just because it does not suit you. The Station Inspector, however, can recommend changes to regulations that are determined to be inappropriate or unfair.
- 6. THE STATION INSPECTOR IS NOT A COMMANDER; HE OR SHE CAN ONLY RECOMMEND, NOT ORDER** - You may get upset because nothing seems to happen as a result of your complaint. Keep in mind that the Station Inspector can advise a commander, but cannot order him or her. There may be good reasons why the recommendation was not acted upon.
- 7. AN INSPECTOR CAN ONLY RESOLVE A CASE ON THE BASIS OF PROVABLE FACT** - If the Station Inspector cannot find concrete proof, he cannot resolve the case in your favor. Just because you say your supervisor violated the rules does not make it a proven fact.
- 8. DO NOT READ EVIL THOUGHTS INTO AN ONGOING INVESTIGATION OR EVEN A COMPLETED ONE** - It is human nature to tend to look at things from a very personal point of view. Some people assume that the commander has intervened and muzzled the Station Inspector if they do not hear the results of the investigation immediately. Heavy workloads require time.
- 9. BE PREPARED TO TAKE "NO" FOR AN ANSWER** - Do not assume that a negative answer from the Station Inspector is wrong just because it seems impalpable. If you are absolutely certain the answer is wrong, and if you have some additional evidence to support that certainty, the case may be reconsidered. If, on the other hand, you are merely unhappy because the report does not go in your favor, it is pointless to continue presenting the Station Inspector with the same complaint and the same evidence.

After careful consideration of these 9 pointers, you will be able to determine whether you have a problem appropriate for the Station Inspector. You will also save yourself and others a lot of time and avoid unnecessary frustration.