



**DEPARTMENT OF THE NAVY**  
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MCO 5370.8A  
IGA  
26 JUL 2019

MARINE CORPS ORDER 5370.8A

From: Commandant of the Marine Corps  
To: Distribution List

Subj: MARINE CORPS HOTLINE PROGRAM

Ref: See enclosure (1)

Encl: (1) References  
(2) Resolution Paths  
(3) IGMC Hotline Complaint Process  
(4) IGMC Tasking Chart

Reports Required: I. Hotline Completion Report (Report Control Symbol EXEMPT) paragraph 4.c.(4)(a).

1. Situation. This Order updates the policies and provisions of references (a) through (h), and provides revised procedures for the implementation and management of the Marine Corps Hotline Program.

2. Cancellation. MCO 5370.8.

3. Mission. This Order updates the Marine Corps Hotline Program and clarifies the roles and responsibilities of the Inspector General of the Marine Corps (IGMC) and the Command Inspectors General (CIG) in order to support the Marine Corps policy to combat fraud, waste, abuse, and mismanagement (FWA/M) within the Marine Corps.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. The Hotline Program (the Hotline) is an alternative to the chain of command that allows Marines, Sailors, and civilian personnel to confidentially and reliably report violations of law, rule, or regulation;

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inefficiency, misconduct, impropriety, mismanagement, gross waste of funds, abuse of authority, military whistleblower reprisal, or security violations within the Marine Corps.

(2) Concept of Operations

(a) The Hotline is part of the Department of Defense (DoD) Hotline Program and is considered a DoD Hotline. It is one of IGMC's primary tools to combat FWA/M in the Marine Corps.

1. The IGMC is the Defense Hotline Coordinator/Marine Corps Hotline Coordinator, as required by references (a) and (e).

2. All Major Subordinate Commands (MSCs) with a CIG must establish a local Command Hotline program that includes a command hotline telephone number, email address, and otherwise fully complies with the policy and guidance contained in this Order and references (a), (e), and (h).

3. The Hotline program is composed of the IGMC, IGMC staff personnel, CIGs, and CIG staff personnel, collectively referred to as Inspector General (IG) personnel.

(b) No person may interfere with an individual's right to make a Hotline complaint or contact an Inspector General, or Member of Congress, or reprise against them for doing so.

(c) Hotline complaints can be anonymous and made in various ways, to include telephone call, online through the IGMC or local CIG webpage, e-mail, fax, congressional tasking, higher headquarters tasking, mail, or walk-in. After the initial contact, IG Personnel may require the complainant to complete and submit a Hotline Complaint Form; IG personnel will assist the complainant as necessary to complete the form.

(d) IG personnel will document, address, respond to, and properly close all complaints or requests for assistance received by their Hotline. All Hotline complaints must receive the same due diligence, regardless of the complainant's identity, status, or method of making the complaint.

(e) IGMC will establish processes and procedures to implement the Hotline program via this Order and supplemental guidance. The Hotline's success depends on CIGs' full cooperation with IGMC.

b. Tasks

(1) Inspector General of the Marine Corps (IGMC)

(a) Oversee all Marine Corps Hotlines. Establish, maintain, and publish instructions for a system or application to manage the IGMC and CIG Hotline case files.

(b) Establish, maintain, and implement procedures to process Military Whistleblower Reprisal (MWR) complaints, complaints involving IG personnel, and complaints against senior officials, as defined by reference (c).

(c) Task Marine Corps Hotline complaints and case referrals from higher headquarters for resolution as appropriate, and oversee CIG procedures.

(d) Establish and maintain a Marine Corps Hotline Program Quality Assurance Review (QAR) process to oversee the Marine Corps Hotline Program and conduct periodic inspections of CIG hotlines using the IGMC Functional Area Checklist 5370, "Assistance and Investigations Program."

(e) Provide Hotline Management Training and serve as the subject matter expert for IG Assistance and Investigations matters.

(f) Serve as liaison to the Department of Defense Office of the Inspector General (DoD OIG), Naval Inspector General (NAVINSGEN), and all other external Inspectors General for Marine Corps matters.

(2) Commanding Generals (CGs)/Commanding Officers (COs) with a Command Inspector General (CIG)

(a) Establish and maintain a local Command Hotline Program that includes a Command Hotline telephone number, organizational email address, and otherwise fully complies with this Order and references (a) and (h).

(b) Establish procedures to direct and approve IG investigations made on behalf of the Commanding General (CG)/Commander.

(3) Command Inspectors General (CIG)

(a) Immediately report allegations of criminal acts to appropriate law enforcement agencies. Appropriate law enforcement agencies may be Military Police, Criminal Investigations Division (CID), Naval Criminal Investigative Service (NCIS), or local authorities.

(b) Within one day, notify IGMC via the IGMC Hotline Organizational Mailbox ([ORGMB.IGMC.HOTLINE@usmc.mil](mailto:ORGMB.IGMC.HOTLINE@usmc.mil)) of any complaint involving a Senior Official, complaint of MWR, or complaints of misconduct or wrongdoing by any IG/CIG personnel, in accordance with references (a) through (c), and (f) through (h).

1. CIGs will not make a credibility determination for any IG/CIG, Senior Official, or MWR complaint; these complaints must be forwarded to IGMC for disposition within 24 hours of receipt.

2. CIGs must provide IGMC with a Reprisal Notification Worksheet, which identifies all protected communications, personnel actions, and responsible management officials for each MWR complaint. The current format for the worksheet is available for download from the IGMC website. The CIG receiving the complaint is responsible for completing the Worksheet.

3. CIGs will not enter Senior Official complaints or complaints about IG/CIG personnel in the case management system. CIGs must not disclose Senior Official Complaints to anyone other than IGMC personnel. Senior Official and IG/CIG complaints will be emailed to the IGMC Hotline Organizational Mailbox.

(c) Open a case file in the case management system for all IG contacts, including anonymous or third-party complaints, issues, or requests for assistance. The only exceptions to this requirement are complaints about Senior Officials and complaints regarding IG personnel; immediately forward these cases to IGMC.

1. At a minimum, CIGs must enter the Subject(s) of the complaint and the complainant as case persons in the case management system, a case summary, and upload the original complaint. If there is no subject listed in the original complaint, make a case note. Every effort will be made to

include accurate contact information for the subject, complainant, and all witnesses.

2. For complaints involving subjects or issues under the cognizance of another agency or command, the CIG receiving the complaint must open a case in the case management system and contact IGMC to transfer the case to the appropriate recipient. The CIG receiving the complaint should first coordinate with the CIG who will receive the transferred case to ensure the case is transferred to the correct unit. If the complaint alleges MWR, the CIG receiving the complaint will complete the notification worksheet.

(d) Address complaints or allegations of FWA/M in a timely and impartial manner, and report the results of such investigations or inquiries as directed by the CG/Commander. If a case exceeds 90 days from receipt to close, the CIG must make a case note to document the reason for the delay.

(e) Refer complaints appropriate for commanders' disposition to the appropriate level of command, see enclosure (2) for examples. The appropriate level of command is normally one level above the subject of the complaint.

1. CIGs do not direct commanders' actions on referred cases. If a case is referred to a commander, it is the commander's decision to investigate or not; if the commander conducts an investigation or inquiry, he or she does so under the commander's authority (JAGMAN) as an IG Assistance case, not an IG Investigation.

2. At a minimum, CIGs will document a summary of the complaint, the command's action, the disposition of the action taken, and a copy of any reports of investigation or inquiry made, and upload them to the case management system.

(f) If the CIG is not the appropriate office, assist complainants to contact the appropriate office to resolve their complaints, if one exists, and document the assistance in the case management system. Examples of such agencies include: Board for Corrections of Naval Records, Civil Courts, the Equal Opportunity or Equal Employment Opportunity Office, local law enforcement, and the Federal Trade Commission. Additional examples can be found in enclosure (2).

(g) Document casework in the notes section of the case management system. At a minimum, CIGs must include dates

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of significant contacts or correspondence sent or received, and any information necessary to understand the case.

(h) Develop internal procedures, in accordance with references (a) through (c) and (h), for the Command Hotline that include:

1. A process to receive, process, refer, track, investigate, document, oversight, and close all Hotline cases. CIGs are encouraged to review IGMC's processes, in enclosure (3), to develop their local processes.

2. Measures to ensure confidentiality for all parties.

(i) Promptly and impartially process all Hotline cases tasked by IGMC. IGMC tasking instructions are found in enclosures (3) and (4), and subsequent updates.

c. Coordinating Instructions

(1) Senior Officials are: Active Duty, retired, or Reserve military officers in, or selected for, the grade of O-7 and above; current or former members of the Senior Executive Service (SES) or equivalent civilian positions such as Senior Intelligence Executive Service (SIES), Senior Leader (SL), Senior Intelligence Professional (SIP), Senior Technical (ST), or Non-appropriated Fund Level Six (NF-6).

(2) Confidentiality is essential to the integrity of the IG process. The identity of case persons, to include complainants and subjects, must be protected from unauthorized or unnecessary disclosure outside of IG channels. The names of complainants will not be forwarded outside of IG channels unless the complainant's identity is necessary to address the complaint, and the complainant consents. If a complainant elects to remain confidential, IG personnel must explain to them that it may not be possible to fully address their complaint, and give the complainant the opportunity to waive confidentiality. This contact will be documented in a case note.

(3) When IGMC assumes a case from a subordinate CIG, the CIG shall notify the complainant that the case was transferred to IGMC and close the local case. At this time, IGMC will assume all case management system entries.

(4) IGMC will normally task DoD, Department of the Navy (DON), and Marine Corps Hotline complaints to the lowest level CIG for action.

(a) When tasked to conduct a Hotline Investigation by IGMC, the IGMC is the directing authority. CIGs must forward the completed Hotline Completion Report (HCR) to IGMC. HCRs will be in the format available for download from the IGMC website, or by contacting the action officer listed on the tasking letter. IGMC will review HCRs using the following standards: independence, timeliness, completeness, and accountability. CIGs are responsible for the quality of HCRs forwarded to the IGMC and will make any necessary corrections required by IGMC. This reporting requirement is exempt from reports control according to reference (s), part IV, paragraph 7n.

(b) Marine Corps Hotline processes are elaborated on in enclosures (3) and (4).

1. These procedures are binding on all commands conducting IG activities. Full CIG cooperation is required.

2. All personnel conducting hotline investigations should refer to this Order, the references, and any subsequent guidance provided by IGMC. Supplemental guidance will be available online via the IGMC website or through the case management system.

3. The IGMC is authorized to add, delete, or modify these procedures, or waive any administrative or procedural requirements of this instruction, as necessary.

4. The current HCR format is posted on the IGMC website.

(c) All CIG personnel will request and maintain access to the IGMC case management system, notify IGMC of changes when personnel check-in and depart the CIG office, and use the case management system to document all complaints and casework. All pertinent documents will be uploaded into the case management system and electronic case notes will be made in the notes section of each case.

(d) The office of the IGMC will act as the Marine Corps liaison with the DoD OIG and NAVINSGEN on all hotline issues. CIGs must make all inquiries concerning DoD OIG or

NAVINSGEN-referred hotline tasking and investigations through IGMC and will inform IGMC of any contact with the DoD OIG or NAVINSGEN.

(e) Asset sharing throughout the Marine Corps is essential in Hotline complaints. CIGs may request assistance from other MSCs when necessary to resolve hotline issues. The IGMC, NCIS, Naval Audit Service (NAVAUDSVC), Marine Corps Criminal Investigative Division (CID), and Marine Corps Non-appropriated Funds Audit Service (MCNAFAS) are also available to provide assistance for the timely and professional resolution of Hotline cases.

(f) Use of the hotline program to file knowingly false complaints is a violation of references (j) through (k); individuals making such complaints are subject to prosecution and/or administrative action.

(g) IGMC is the release authority for all IGMC directed Hotline Investigations, any Investigation resulting from an IG Information or IG Action referral, and Referral Response Letter sent by the command to the IGMC in response to an IG Information or Command Information referral. CGs/Commanders retain release authority for cases made directly to their local CIG Hotline.

## 5. Administration and Logistics

a. Hotline records and associated papers shall be maintained in a secure environment and made available only to those with an official need to know. Release of IG generated or directed material will be in accordance with references (l) through (n), or other applicable Federal law.

b. Permanently retain all Hotline records of historical significance in accordance with record schedule 5000-14, as per reference (a) and (l), (n), and (p).

c. Retain all other Hotline records in accordance with record schedule 5000-55 (i.e., 10 years), as per references (a), (l), (n), and (p).

d. Records Management. Records created as a result of this Order shall be managed according to National Archives and Records Administration (NARA) approved dispositions per references (p) and (l) to ensure proper maintenance, use, accessibility and preservation, regardless of format or medium.



Refer to reference (q) for Marine Corps records management policy and procedures.

e. Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (PII) may result in both civil and criminal penalties. The Department of the Navy (DON) recognizes that the privacy of an individual is a personal and fundamental right that shall be respected and protected. The DON's need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities shall be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of PII shall be in accordance with the Privacy Act of 1974, as amended (reference (n)) and implemented per reference (r).

f. Documents. The, "Reprisal Notification Worksheet," and the, "Hotline Completion Report," may be obtained from the IGMC website at: <https://www.hqmc.marines.mil/igmc>.

6. Command and Signal

a. Command. This Order applies to the Marine Corps Total Force.

b. Signal. This Order is effective upon signature.



D. A. OTTIGNON  
Inspector General  
of the Marine Corps

DISTRIBUTION: PCN 10208000300

References

- (a) DoD Instruction 7050.01, "DoD Hotline Program,"  
October 17, 2017
- (b) DoD Directive 7050.06, "Military Whistleblower  
Protection," April 17, 2015
- (c) DoD Directive 5505.06, "Investigations of Allegations  
Against Senior DoD Officials," June 6, 2013
- (d) SECNAVINST 5430.57G
- (e) SECNAVINST 5370.5B
- (f) SECNAVINST 5800.12B
- (g) SECNAVINST 5370.7D
- (h) MCO 5430.1A
- (i) Title 10
- (j) DoD Directive 5500.07, "Standards of Conduct,"  
November 29, 2007
- (k) 18 U.S.C. § 1001
- (l) SECNAV M-5210.1 CH-1
- (m) 5 U.S.C. § 552
- (n) 5 U.S.C. § 552a
- (o) 10 U.S.C § 1034
- (p) SECNAV Notice 5210
- (q) MCO 5210.11F
- (r) SECNAVINST 5211.5F
- (s) SECNAV M-5214.1

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Resolution PathsInspector General of the Marine Corps (IGMC) Issues

	<b>Type of Issue</b>	<b>Appropriate Agency to Resolve the Issue</b>
<b>1</b>	<b>Military Whistleblower Reprisal Complaints:</b> Refers to reprisal under 10 U.S.C. 1034	IGMC
<b>2</b>	<b>Restriction Complaints:</b> Refers to restriction under 10 U.S.C. 1034	IGMC
<b>3</b>	<b>Senior Official Complaints:</b> An active duty, retired, Reserve, or National Guard military officer in grades O-7 and above, and an officer selected for promotion to O-7 whose name is on the O-7 promotion board report forwarded to the Military Department Secretary. A current or former member of the Senior Executive Service. A current or former DoD civilian employee whose position is deemed equivalent to that of a member of the Senior Executive Service (e.g., Defense Intelligence Senior Executive Service, Senior Level employee, and non-appropriated fund senior executive). A current or former Presidential appointee.	IGMC

Inspector General (IG) Issues

	Type of Issue	Appropriate Agency to Resolve the Issue
1	<b>Fraud:</b> Any intentional deception designed to deprive the United States unlawfully of something of value or to secure from the United States for an individual a benefit, privilege, allowance, or consideration to which he or she is not entitled.	Any Inspector General  <b>NOTE: IGMC will handle all complaints involving a senior official, or an Inspector General, as well as allegations of reprisal/retaliation.</b>
2	<b>Waste:</b> The extravagant careless, or needless expenditure of Government funds, or the consumption of Government property that results from deficient practices, systems, controls, or decisions. The term also includes improper practices not involving prosecutable fraud.	
3	<b>Abuse of Authority:</b> The intentional or improper use of Government resources that can include the excessive or improper use of one's position, in a manner contrary to its rightful or legally intended use.	

	Type of Issue	Appropriate Agency to Resolve the Issue
4	<p><b>Mismanagement:</b> The process or practice of managing ineptly, incompetently or dishonestly.</p> <p>*Examples including but not limited to: the offer, payment, or acceptance of bribes or gratuities; making false statements; submitting false claims; evading or corrupting inspectors or other officials; adulterating or substituting materials; falsifying records and books of accounts; arranging for secret profits, kickbacks, or commissions; and conspiring to use any of these devices; conflict of interest cases, the unauthorized disclosure of official information relating to procurement and disposal matters misuse of rank, position or authority, misuse of government resources, etc.</p>	

Commander's Issues (Chain of Command)

	<b>Type of Issue</b>	<b>Appropriate Agency to Resolve the Issue</b>
1	Commander-Directed Investigations	Commander
2	Financial Liability for government property lost, damaged destroyed or stolen	
3	Sexual Harassment	
4	Support of Dependents	
5	Unprofessional Relationships / Adultery	
6	Military Equal Opportunity Issues	Commander or EOA/ EOR
7	Prohibited Activities and Conduct Order Violations (except MWR)	
8	Social Media Misconduct	Commander or NCIS/ CID
9	Letter of Counseling, Letter of Reprimand, or Article 15 (other than discrimination / reprisal)	Staff Judge Advocate (SJA)
10	Administrative Separations	DC, M&RA
11	Claims against the Government	Private legal counsel
12	Elimination From Training	Appropriate Service Training Command
13	Equal Opportunity in off-base housing	Housing Referral Service Office or Commander
14	Hazardous Working Conditions (unsafe or unhealthy)	Appropriate Service Safety channels or Occupational Safety and Health Administration (OSHA)

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	<b>Type of Issue</b>	<b>Appropriate Agency to Resolve the Issue</b>
<b>15</b>	Medical Treatment	Appropriate medical credentialing/privileging authority
<b>16</b>	Punishment under UCMJ	Staff Judge Advocate (SJA)
<b>17</b>	Article 138, UCMJ (Complaint of Wrong)	Staff Judge Advocate (SJA)

Other Forms of Redress (External Agencies)

	<b>Type of Issue</b>	<b>Appropriate Agency to Resolve the Issue</b>
<b>1</b>	<p>Appropriated Fund employees:</p> <p>Conditions of employment (personnel policies, practices, and matters affecting working conditions)</p> <p>Equal Employment Opportunity (EEO) issues (discrimination based on age, race, color, gender, religion, disability, or national origin)</p> <p>Reprisal against a civil service employee or applicant</p>	<p>The servicing Human Resources Office</p> <p>The local EEO office (www.eeoc.gov)</p> <p>For allegations of reprisal, direct the complainant to the Office of Special Counsel (www.osc.gov) or DoD Hotline (www.dodig.mil)</p>
<b>2</b>	<p>Non-appropriated Fund employees:</p> <p>Conditions of employment</p> <p>EEO issues</p> <p>Reprisal against a NAF-E employee or applicant</p>	<p>The servicing NAF-E Office</p> <p>The local EEO office (www.eeoc.gov)</p> <p>For allegations of reprisal, direct the complainant to the DoD Hotline (www.dodig.mil)</p>
<b>3</b>	Correction of military records	Board for Correction of Naval Records
<b>4</b>	Appeal of Performance Reports, Fitness Report Evaluations	<p>Board for Correction of Naval Records (BCNR)</p> <p>Performance Evaluation Review Board (PERB)</p>
<b>5</b>	Private Indebtedness	Defense Finance and Accounting Services (DFAS)



	<b>Type of Issue</b>	<b>Appropriate Agency to Resolve the Issue</b>
<b>6</b>	Security Clearance determinations other than those claimed to have been taken in retaliation	Defense Office of Hearings and Appeals Claims Division - Reconsideration
<b>7</b>	Change to an Instruction / Regulation, or current policy guidance	Appropriate Service proponent
<b>8</b>	Civil Liberties Violations	Defense Privacy, Civil Liberties, and Transparency Division Office
<b>9</b>	TRICARE Complaints	TRICARE Benefits Services Office
<b>10</b>	Physical Disability Evaluations	Local legal counsel to assist in submitting rebuttal of MEB or PEB findings
<b>11</b>	Allegations of reprisal by DoD contractors	DoDIG
<b>12</b>	Allegations against Judge Advocates	SJA to CMC
<b>13</b>	Anti-Deficiency Act violations	SJA or Appropriate Service Financial Management Branch
<b>14</b>	Health Insurance Portability and Accountability Act (HIPAA) Issues	Surgeon General
<b>15</b>	Host or Third Country Nationals, contractors, or non-DoD civilians	Staff Judge Advocate (SJA)
<b>16</b>	Sexual Assault	Report to law enforcement and UVA/SARC
<b>17</b>	Department of Defense Education Activity (DoDEA) School	Superintendent of schools (www.dodea.edu)

	<b>Type of Issue</b>	<b>Appropriate Agency to Resolve the Issue</b>
<b>18</b>	FOIA Request and Appeals	HQMC FOIA ( <a href="https://foiaonline.gov">https://foiaonline.gov</a> ) or Command FOIA Officer
<b>19</b>	Public Private Venture (PPV) Housing	Lincoln Military Housing, etc.
<b>20</b>	Privacy Act Violation	Assigned Privacy Coordinator
<b>21</b>	Hazardous Work Conditions	Occupational Safety and Health Administration (OSHA)
<b>22</b>	Standard of Medical Care	Defense Health Agency (DHA)

IGMC Hotline Complaint Process

1. IGMC follows a category based tasking system. CIGs are encouraged to follow a similar system to manage complaints received via the local hotline.

2. IGMC will task Hotline complaints and complaints referred from higher headquarters to CIGs as follows:

a. Command Information Referral. The Command Information Referral (Command Info) informs the CIG about complaints other than FWA/M or Reprisal that warrant command attention, such as misconduct, non-support of dependents, hazing, and command climate.

(1) Command Info cases are Assistance, and no allegations should be recorded in the case management system. If a commander chooses to initiate a command investigation to examine a Command Info matter, the investigation is a Command Investigation under the commander's authorities (JAGMAN) and not an IG investigation. Allegations are only recorded in the case management system for IG investigations.

(2) When a CIG receives a Command Information Referral, he or she should first determine whether the command knows about the issues in the complaint.

(a) If the command already addressed the issues, the CIG will report the actions taken by the command.

(b) If the command has not addressed the issue, the CIG will give the commander a period of time to address the matter, and report the actions taken to address the complaint.

(3) In either case, the CIG will provide IGMC a Referral Response Letter outlining what the command did to address the issue. At a minimum, the Referral Response letter must contain:

(a) A summary of the complaint;

(b) Actions taken by the Command;

(c) Disposition of the complaint or issues;

(d) Confirmation that any required actions or notifications (Discrimination and Sexual Harassment-Hazing

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Report, Officer Disciplinary Notebook, security manager, etc.) were completed.

(e) The Referral Response Letter and the supporting documentation, such as any Command Investigation, 3270 screen shots, official documents, and copies of page 11s shall be uploaded to the case management system.

(f) Command Information cases do not require the SJA to concur with the referral response letter.

b. Command Action Referrals. Command Action cases are unique. They are generally used only when a command issue, as described above, is tasked to IGMC as an Action referral from the DoD OIG. Command Action Referrals are considered Investigation cases and allegations must be recorded in the case management system.

(1) Command Action cases require Hotline Completion Reports. CIGs may process Command Action Referrals as they process Command Information Referrals, replacing the Referral Response Letter with a Hotline Completion Report.

(2) Hotline Completion Reports must include all supporting documents, such as any Command Investigation, 3270 screen shots, copies of page 11, and official documents, and use the IGMC format, which is available for download on the IGMC website or directly from the IGMC action officer designated on the tasking letter.

(3) Command Action HCRs require a Legal Sufficiency Review and endorsement from the CIG's CG/Commander.

c. IG Action Referral. IG Action cases task the CIG to investigate allegations of, or issues related to FWA/M. They are investigations. CIGs must record all allegations and Subjects in the case management system.

(1) IG Action cases should be examined by the CIG or a CG/Commander designated individual assigned as a Temporary Assistant Inspector General (TAIG). TAIG personnel acting as investigating/inquiry officers will follow IG procedures and operate under CIG authorities. For the purpose of this document, TAIGs are CIG personnel.

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(2) IGMC will provide the CIG an allegation(s) to investigate. Command Investigations will not be used to fulfill an IG Action referral.

(3) If additional allegations emerge during the course of the IG investigation, the CIG must contact IGMC with the emerging allegations.

(4) CIG personnel are highly encouraged to consult with their SJA during the investigative planning phase and during the investigation.

(5) CIG personnel must notify all Subjects, in writing, that they are the subject of an IG investigation, of the allegation(s) under investigation, and their rights as Subjects. Subject notification must occur before any interviews with or questions to the Subject. CIG personnel must follow the investigative procedures in the most current IG Investigations Guide, as amended.

(6) All IG Action cases require a Hotline Completion Report. Hotline Completion Reports must include all supporting documents, such as any Command Investigation, 3270 screen shots, copies of page 11, and official documents, and use the IGMC format, which is available for download on the IGMC website or directly from the IGMC action officer designated on the tasking letter.

(7) All IG Action HCRs must receive a legal sufficiency review from either the SJA or Counsel, as appropriate, for the matter being investigated. IGMC will not accept an HCR without an unqualified determination that the investigation is legally sufficient.

(8) All HCRs for IG Action referral cases require a command endorsement from the CIG's CG/Commander.

d. IG Information Referral. IG Information (IG Info) cases require the CIG to analyze and address report(s) of FWA/M, or other issues not specified for a commander or other agency, that lack necessary information to frame an allegation. IG Info cases are initially considered Assistance cases, but may become Investigations; allegations are not recorded in the case management system unless the case becomes an investigation.

(1) IG Info cases should be examined by the CIG or a CG/Commander designated individual assigned as a TAIG. TAIG

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personnel acting as inquiry officers will follow IG procedures and operate under CIG authorities. For the purpose of this document, TAIGs are CIG personnel.

(2) IGMC may provide specific questions for the CIG to answer. If, during the course of the CIG's analysis or inquiry, additional issues or allegations emerge, the CIG should contact IGMC.

(3) If the case contains a mix of command and IG matters, IGMC will identify each by category and the CIG will address both in the referral response letter.

(4) If CIG personnel contact the subject of an IG Info case, the IG Info case will become an IG Investigation. Before contacting the subject, the CIG must:

(a) Enter an allegation, approved by IGMC, into the case management system;

(b) Change the case status from Assistance to Investigation in the case management system;

(c) Notify both the Subject and the Subject's immediate commander, in writing, of the allegation against the subject, and that the subject is under investigation by the IG; and

(d) Notify the Subject of his or her rights as the Subject of an IG investigation.

(5) Once the assistance case becomes an IG Investigation, proceed as though the case was an IG Action case.

(6) If a commander decides to conduct an investigation in response to questions regarding an IG info case, the investigation or inquiry must be made under IG authorities and comply with IG procedures. CIGs must ensure commanders know this if they ask the commander for information.

(7) For IG Info cases that remain Assistance cases, the CIG will respond via Referral Response letter using the format for Command Info cases.

(8) All IG Info cases that result in an IG Inquiry require the SJA's concurrence with the referral response letter.

3. Additional Notes and Requirements

a. All Subject(s), complainants, and any allegations must be entered in the case management system

b. All referral response letters and HCRs must include CIG approval or concurrence.

c. All IG investigations, whether IG Action cases or IG Information cases that become investigations, must receive both a legal sufficiency review and command endorsement from the CIG's CG/Commander.

d. If additional allegations or subjects are identified during the course of an investigation or inquiry, the CIG must contact IGMC before expanding the scope of the investigation or inquiry.

IGMC Tasking Chart

	Command Info	Command Action	IG Info	IG Action
Content	Command issues and other forms of redress	Command issues and other forms of redress when DoD tasks the Marine Corps to Investigate	Issues of fraud, waste, abuse and mismanagement  (If an IG Info results in an Investigation, see IG Action)	Allegations of fraud, waste, abuse and mismanagement, or when tasked as an action referral by DoDIG
Report	Referral Response Letter	Hotline Completion Report	Referral Response Letter	Hotline Completion Report
Findings	Unfounded / Founded	Unfounded / Founded	Unfounded / Founded	Allegations: Not Substantiated / Substantiated
Legal Action	Not required	Investigation = SJA or Counsel Legal Sufficiency Review	Inquiry = SJA or Counsel legal concurrence	Investigation = SJA or Counsel Legal Sufficiency Review
Command Action	None	Command Endorsement	None	Command Endorsement

**\*\*NOTE: All Referral Response Letters and Hotline Completion Reports forwarded to IGMC must be endorsed through the tasking chain\*\***