



DEPARTMENTS OF THE ARMY AND AIR FORCE  
JOINT FORCE HEADQUARTERS - VIRGINIA  
6090 STRATHMORE ROAD, BUILDING 430  
RICHMOND, VIRGINIA 23237-1103

NGVA-ZA

23 February 2024

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: (U) Policy Number 28 - 23, Rights of Service Members to Seek Assistance from an Inspector General

1. References:

- a. Army Regulation 20-1, Inspector General Activities and Procedures, 23 March 2020
- b. Air Force Instruction (AFI) 90-301, Inspector General Complaints Resolution, 28 December 2018

2. Applicability. This policy applies to the Army and Air National Guard service members and civilians, Department of the Army and Air Force civilians and contractors, Department of Military Affairs employees, members of the Virginia Defense Force, and family members.

3. Background. Inspectors General (IG) conduct themselves as unbiased professionals who provide a confidential service to the organization. The IG team assists with increasing readiness and bolstering warfighting capabilities. The IG uses four functions to accomplish their mission: inspections, assistance, investigations, and teaching and training.

4. Policy. All service members have the right to present complaints, grievances, or requests for assistance to the Inspector General.

5. Procedures.

a. Before visiting the IG, consider whether the chain of command could address the concern(s) in a prompt manner. Service members are not required to tell anyone that they plan on visiting the IG; however, service members must obtain permission to be absent from duty to visit the IG during duty hours.

b. Complaints or requests for assistance from the IG can be made in writing, by email, or by telephone.

Office of the Inspector General, Virginia National Guard  
ATTN: NGVA-IG  
6090 Strathmore Road, Building 430  
Richmond, Virginia 23237-1103  
Email: ng.va.vaarng.mbx.ngva-vaig@mail.mil  
Telephone: (804) 236-7895 or (434) 298-6139

c. Personnel who believe the Virginia National Guard IG did not respond properly, were unfair, or did not act in accordance with law and regulation, or if personnel believe their interest

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may be jeopardized by calling or visiting the Virginia National Guard IG may present their issue to the following:

(1) National Guard Bureau, NGB-IG, 111 South George Mason Drive, Arlington, Virginia, 22204-1373; email: ng.ncr.ngb-arng.mbx.ngb-ig@mail.mil; telephone: (703) 607-2539

(2) Department of the Army Inspector General, DAIG-AC, 1700 Army Pentagon Room 3E588, Washington, D.C., 20301-1900; website: <https://ig.army.mil>; telephone: (800) 752-9747

(3) Secretary of the Air Force Inspector General, SAFIIGQ, 1140 Air Force Pentagon, Washington, D.C., 20330-1140, email: daf.ighotline@us.af.mil; telephone: (800) 538-8426

(4) Department of Defense Inspector General, DOD-IG, Pentagon, Washington, D.C., 20301-1900; website: <https://www.dodig.mil/Components/Administrative-Investigations/DoD-Hotline>; telephone: (800) 424-9098

d. In accordance with regulation, the IG must protect confidentiality to the maximum extent possible. This requirement is true for all persons who interact with the IG.

e. Military personnel cannot take any action that restricts or disciplines individuals from filing a complaint, seeking assistance, or cooperating with the IG, Special Counsel, or other employees designated by the head of the agency to receive disclosures.

f. Personnel who knowingly make false accusations to the IG may be subject to disciplinary action.

6. Supersede. This policy supersedes previous versions and publications and is in effect until rescinded or superseded.

7. The point of contact for this policy is the State Inspector General at (804) 236-7895 or by email at ng.va.vaarng.mbx.ngva-vaig@army.mil.



JAMES W. RING  
Major General, VaARNG  
The Adjutant General

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