

SDI 87Q0

DIRECTOR, COMPLAINTS RESOLUTION
(Established 31 Oct 12)

1. Special Duty Summary. Plans, directs, conducts, and monitors inspector general (IG) complaints resolution programs. Provides policy guidance, procedures, planning, oversight, and direction for implementing the Air Force's Complaints Program and Fraud, Waste, and Abuse (FWA) Program at center, wing, and installation levels. Related DoD Occupational Group: 271200.

2. Duties and Responsibilities:

- 2.1. Plans, directs, conducts, and monitors IG complaints resolution activities. Operates and manages a complaints resolution directorate within the Office of the Inspector General. Responsible for overall operation, administration, and management of IG complaints resolution programs. Formulates plans and establishes guidance and direction for IG investigations; FWA; administration; operation; training; employment; maintenance; supply; resources; complaints processing; compliance with Title 10 USC Section 1034 (*Protected communications; prohibition of retaliatory personnel actions*); use, denial, and release of IG records; and safeguarding of IG information and materials.
- 2.2. Organizes IG activities. Develops, establishes, and controls methods and procedures to implement IG complaints resolution policies and programs. Provides direction and policy guidance concerning IG complaints resolution programs, plans, requirements, management, complaint processing, FWA, Whistle Blower protection, records release, congressional inquiries, education and awareness initiatives.
- 2.3. Provides IG support. Maintains liaison with complainants and those seeking information. Establishes procedures to receive, process, refer, and manage information, resources, assets, and activities to support operation and management of the Air Force's Complaints and FWA Programs. Advises personnel on IG responsibilities, policies, services, and programs. Conducts and monitors IG activities including complaints processing, FWA, reprisal and military Whistle Blower protection, administrative investigations, improper Mental Health evaluations; restriction; release of IG records and information, and referral services to ensure mission accomplishment. Trains commanders and educates base personnel on IG complaints resolution issues and procedures. Provides assistance and referral services.
- 2.4. Reviews and evaluates IG complaints resolution programs and activities. Reviews and analyzes methods, procedures, practices, processes, and systems used to accomplish IG activities and functions. Evaluates effectiveness of IG support and office management.

3. Special Duty Qualifications:

- 3.1. Knowledge. Knowledge of Air Force objectives, leadership and management concepts and their relationship to mission accomplishment is mandatory.
- 3.2. Education. For entry into this SDI, a Master's degree in management, industrial management, education, psychology, criminal justice, public administration, or business administration with a major in management is desirable.
- 3.3. Training. Completion of the Air Force Installation Inspector General Training Course taught by SAF/IGQ is mandatory.
- 3.4. Experience. Previous IG and command experience at the unit, wing or MAJCOM highly desired.
- 3.5. Other. The following are mandatory as indicated:
 - 3.5.1. For entry into this specialty:
 - 3.5.1.1. Demonstrated ability to prepare written reports.
 - 3.5.1.2. Recommendation by unit commander.
 - 3.5.1.3. No Unfavorable Information File or open IG investigations.
 - 3.5.1.4. Must meet requirements listed in Chapter 1 of AFI 90-301, *Inspector General Complaints Resolution*.
 - 3.5.2. For retention of this specialty, must maintain IG certification IAW AFI 90-201, *The Air Force Inspection System*.