



Your Friendly IG Quarterly

3Q24

Inspector General's Overview

The U.S. Air Force Academy Inspector General's reorganization will hit its 1-year mark in October 2024. Over the past year, the IG team has completely revamped USAFA's inspection system. One of the major muscle movements has been creating unit-unique self-assessment programs within CW, DF, AD, Prep School and CCLD.

The intent behind restructuring how we inspect and assess is threefold: provide the Superintendent more visibility on risk across the entire institution; increase leaders' voices in their inspections and reporting processes; and

provide all commanders IG support (increasing inspectability and accountability across USAFA).

We also developed a comprehensive walkabout program. Our team selects random dates, times, and locations to interact with the broad USAFA population on their own turf. We developed questions around Protective Factors in order to collect data for trend analysis on the health of USAFA's climate and culture. When you see us out there, say "hello"! We appreciate the help you all give to make our team better.

Col Joyce R. Storm



**Air Force Inspector General
Hotline: File a Complaint**



**USAFA Inspector General:
File a Complaint**

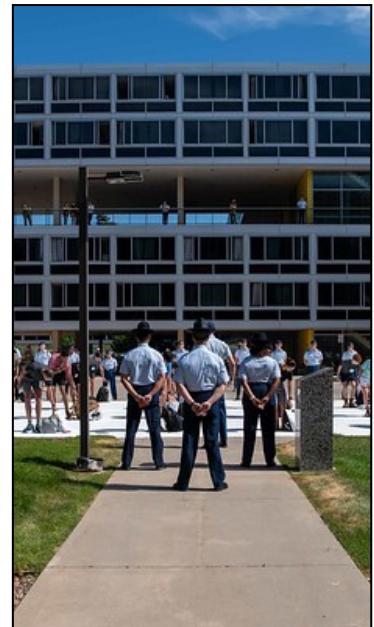


Refocused Inspections and Self-Assessments

USAFA/IG is advancing toward a sustained approach to IG inspections. As we shift our mission focus at USAFA, it will be important to increase reporting to our leaders. In the near future, you will see your IG teammates out assessing more often.

We recently finished our scheduled horizontal inspection of I-Day. This inspection included a team of almost 20 IGs assessing a large-scale USAFA event. This assessment was executed over months, through all phases of execution and after-action reporting. The results were briefed to the owning and supporting commanders.

The IG office isn't the only entity inspecting for commanders on USAFA. We have worked hard with all of our teammates to establish a strong self-assessment program (SAP) for each senior leader. To celebrate this win, we scheduled a SAP manager-led assessment of each



major program. IG will work with each mission partner to provide commanders detailed reports on the status of their programs.

IG inspections don't stop there! The next USAFA/IG newsletter will update you on the USAFA exercise program and our recent senior leader Crisis Action Team (CAT) tabletop exercise led by the Superintendent.

**USAFA Inspector General:
General Inquiries**





Complaint Referral

All complaints go through a thorough complaint analysis to determine the appropriate complaint resolution strategy. A complaint analysis is always required and results in one of five resolution paths: transfer, assist, refer, dismiss, or investigate. When the complaint analysis determines the complaint would be more appropriately handled by an organization or agency outside the IG system, the complaint will be referred to that organization or agency for their action.

Complainants are notified of the intent to refer the complaint and, if not already indicated on the DAF Form 102 (Inspector General Complaint Form), permission will be requested from the complainant to provide his or her name and contact information to the referral agency. If consent is not provided, then the complaint will be appropriately redacted prior to transferring to referral agency.

All referrals are done in writing and the referral agency is provided 60 days (may be extended based on circumstances) to take appropriate actions and provide a

response to the complainant.

The referral agency is encouraged to seek guidance from USAFA/JA to determine the best way to address the issues presented by the complainant. Although the complaint has been referred, the IG office still maintains oversight, ensuring that all issues are addressed appropriately, and the complainant receives a response to the resolution of their complaint. The IG ensures this through the receipt of a Referral Completion Report and a copy of the response to the complainant.

Additionally, if the referral resulted in a commander directed inquiry (CDI), the referral agency is required to provide copies of the CDI, legal review, subject rebuttal (if applicable), and command action (if applicable). By using the complaint referral process, the IG office ensures the complaint is resolved by the agency/organization that has the authority to take appropriate actions to address the issues presented by the complainant and closure is provided to the complainant with the referral agency's response.



Senior Enlisted Leader Corner

Mastering the fundamentals is crucial for success in any field, whether it's education, business, or the military. Fundamentals or basics provide the essential foundation upon which all advanced skills and knowledge are built. Without a firm grasp of these basics, progress is often hindered and attempts to excel in more complex areas may fail.

Mahatma Gandhi aptly said, *"All compromise is based on give and take, but there can be no give and take on fundamentals. Any compromise on mere fundamentals is a surrender. For it is all give and no take."*

This quote highlights the non-negotiable nature of core principles or in the Air Force, our Core Values. Compromising on fundamentals can weaken the very foundation of progress,

turning it into a one-sided loss.

In the military, leaders at all levels who focus on their teams mastering the basics, such as discipline, tactical actions, core tasks, and communication, are far more likely to succeed in critical situations. History shows that armies that neglected core principles often found themselves at a disadvantage, regardless of technological or numerical superiority. A solid understanding of fundamental strategies ensures flexibility and adaptability in unpredictable situations.

Ultimately, fundamentals provide structure and clarity. They form the bedrock upon which growth, success, and innovation are built, and as Gandhi emphasized, they should never be compromised.

