



# NATIONAL HEADQUARTERS CIVIL AIR PATROL

## CAP REGULATION 123-2

24 MARCH 2008

Inspection

### COMPLAINTS

This regulation establishes policies related to Civil Air Patrol Complaints and Fraud, Waste and Abuse (FWA) programs and Whistleblower Protection Program. It includes procedures for submitting and processing complaints against all CAP members acting in their volunteer capacity and against the corporate entity. This program is managed by the CAP Inspector General (CAP/IG). This regulation does not apply to complaints against persons acting in their capacity as CAP employees, who are governed by the *CAP Employee Handbook* or complaints alleging discrimination. **Note: Shaded areas identify new or revised material.**

#### SUMMARY OF CHANGES.

Administrative changes throughout the document clarifying how anonymous complaints are handled, amplifying the need for a complaint analysis and the five possible IG/IO action outcomes from a complaint analysis, and creating a convenient Personal and Fraud, Waste & Abuse Complaint Registration Form.

#### TABLE OF CONTENTS

	PAGE
1. General .....	1
2. Definitions .....	2
3. The Whistleblower Protection Program .....	4
4. Sexual Abuse Complaints, Complaints Involving Criminal Conduct.....	5
5. Complaints Processed Under Other Regulations .....	5
6. Complaints and Chain of Command Policy .....	6
7. Complaints Submission .....	6
8. Complaint Processing .....	8
9. Disposition of Records .....	11
Attachment 1 - Appointment of Inspector General to Conduct Investigation .....	12

**1. General.** The Civil Air Patrol complaints system is a program to prevent, detect, and correct any fraud, waste and abuse (FWA), mismanagement or deficiency, or cadet protection issues. The CAP Inspector General shall forward complaints against senior level CAP officials (sitting wing and region commanders and other national officers) to National Headquarters CAP and Headquarters CAP-USAF for review.

**a. Oversight.** CAP has responsibility for insuring the CAP/IG complaints program is properly implemented and that its members are afforded a fair and effective mechanism to redress complaints of FWA and reprisal. CAP-USAF does not administer the CAP/IG complaint system nor does CAP-USAF control CAP's investigations, the outcome of individual

complaints, or membership administrative and disciplinary actions. If CAP-USAF has general concerns, at any time, about the manner in which the CAP/IG complaints program is being implemented, these concerns may be raised by the CAP-USAF/CC to CAP leadership in accordance with the Statement of Work or other document regulating relations between Civil Air Patrol and the United States Air Force.

**b. Responsibilities.** CAP members have a responsibility to report FWA; violations of policies, or directives; abuse (including abuse of authority); cadet protection issues, or misconduct; to an appropriate commander or IG. In addition, CAP members should report any known violations of law relating to these CAP issues.

**c. Policy on Receiving Complaints.** CAP IGs receive and process complaints from any source (including anonymous), via any medium. Contacts will be managed through referral, transfer, dismissal, assistance, or investigation (see paragraph 8). Inspectors General will maintain a record of all contacts and the rationale for selecting the resolution strategy implemented for each contact.

**2. Definitions.** The following definitions are provided as an aid to understanding terms used in the Inspector General system. These definitions are **NOT** directive in nature and should not be cited as the violated directive when filing complaints.

**a.** “Abuse” is the intentional, wrongful, or improper use of CAP resources such as the misuse of rank, position, or authority that causes the loss or misuse of resources such as tools, vehicles, computers, copy machines, etc.

**b.** “Abuse of Authority” is an arbitrary or capricious exercise of power by a CAP member that adversely affects the rights of any person or results in personal gain or advantage to himself/herself.

**c.** “Cadet Protection Issue” See CAPR 52-10, *CAP Cadet Protection Policy*.

**d.** “CAP Directive” See CAPR 5-4, *Publications and Forms Management*.

**e.** “CAP Member” See CAPR 39-2, *Civil Air Patrol Membership*.

**f.** “Complainant” means one who identifies a possible violation of a CAP directive, violation of law or serious misconduct, and brings it to the attention of the inspector general or a person in a position of leadership or authority.

**g.** “Complaint” means a written document listing facts and circumstances specifically alleging a violation of a CAP directive (as defined above), a violation of law, or misconduct.

**h.** “Discrimination” See CAPR 36-2, *Complaints Under the Civil Air Patrol Nondiscrimination Policy*.

**i.** “Employee” means a person who is a paid employee of Civil Air Patrol.

**j.** “Fraud” is any intentional deception (including attempts and conspiracies to effect such deception) for the purpose of: inducing CAP action, inaction or reliance on that deception; depriving CAP of something of value; securing from CAP a benefit, privilege, or consideration to which the party is not entitled. Such practices include, but are not limited to: offer of payment, acceptance of bribes or gratuities; making false statements, submission of false claims, use of false weights or measures, evasion or corruption of inspectors and other officials, deceit by suppression of the truth or misrepresentation of a material fact, adulteration or substitution of materials, falsification of records and books of account, arrangements for secret profits, kickbacks, or commissions, and conspiracy to use any of these devices.

**k.** FWA stands for Fraud, Waste and/or Abuse and may refer to issues of fraud, of waste, or of abuse or any combination of the three.

**l.** “Hostile Environment” means any threatening environment or atmosphere including, but not limited to, emotional and physical abuse, hazing, stalking, and offensive language.

**m.** “Inspector General” (IG) means a CAP member who is appointed by the National Commander to the position of Civil Air Patrol Inspector General (CAP/IG), or who has been appointed, in writing, to the position of region or wing inspector general by his/her respective region or wing commander.

**n.** “Investigating Officer” (IO) means an officer assigned in writing (see Attachment 1) by a commander or inspector general to perform a specific investigation.

**o.** “Investigation” means an authorized, systematic, and detailed examination to uncover facts and determine the truth and validity of a complaint.

**p.** “Member of Congress” means a United States or State Senator or Representative, or any aide, assistant, or secretary to the same.

**q.** “Membership Action Review Board” (MARB) means an administrative review board established under Article XVI of the Civil Air Patrol Constitution.

**r.** “Misconduct” means improper conduct (acts or omissions) undertaken with the knowledge the conduct violates a standard (an identifiable directive, instruction, policy, regulation, rule, statute, or other standard without regard to knowledge, motive or intent) or willful disregard for that possibility with intent to harm or purpose of personal profit, advantage or gain.

**s.** “Mismanagement” means the management of resources or programs within one’s assigned responsibilities in such a manner as to create or perpetuate waste, abuse or to contribute to acts of fraud.

**t.** “Personnel Action” means any administrative action taken which changes a member’s status within CAP or that affects or has the potential to affect that member’s CAP position or career.

**u.** “Preliminary Investigation” means the gathering of information or facts to determine whether the merits of an allegation constitute a complaint under this regulation.

**v.** “Preponderance of Evidence” means the greater weight of credible evidence supports the findings.

**w.** “Priority Investigation” means an investigation directly involving cadet protection issues, safety, loss of life, or CAP tangible assets. These investigations are critical and will take precedence over all other pending investigations.

**x.** “Protected Communication” means any lawful communication to a Member of Congress or a Department of Defense or CAP inspector general, legal officer or the members’ chain of command. Those communications that are willfully false or made publicly with the ostensible purpose of harassment do not meet the definition of a Protected Communication.

**y.** “Read In Document” means an initial document setting out the scope and expectations of the investigation and signed by those individuals giving evidence. Read In Document forms may be amended to meet individual state legal requirements, but must be approved by General Counsel (NHQ CAP/GC). Examples of Read-In documents and information on their use can be found in the *Complaint Investigating Officer’s Guide*.

**z.** “Report of Investigation” (ROI) means the final report written by the respective inspector general or the assigned investigating officer outlining the findings and conclusions of the investigation.

**aa.** “Reprisal” means retaliating or threatening to retaliate by taking an unfavorable personnel action, or withholding or threatening to withhold a favorable personnel action, for making or preparing a protected communication.

**bb.** “Senior Level CAP Official” means sitting wing and region commanders and other national officers.

**cc.** “Sexual Harassment” is unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when submission to the conduct

(1) is made a term or condition of membership in CAP or membership privileges/benefits;

(2) is a basis for decisions affecting CAP membership and or membership privileges/benefits;

(3) creates an intimidating, hostile or offensive volunteer work environment; or

(4) has the purpose/effect of unreasonably interfering with an individual’s volunteer work.

**dd.** “Subject” means a person who is alleged to have committed a violation of a CAP directive, a violation of law, or misconduct.

**ee.** “Whistleblower Complaint” is a complaint by a CAP member or parent or legal guardian of a cadet member alleging reprisal for making or preparing a protected communication (see “*Protected Communication*” above) or who exposes any fraud, waste, mismanagement, deficiency, cadet protection issue, abuse of authority or discrimination.

**ff.** “Waste” is the extravagant, careless, or needless expenditure of CAP funds or consumption of CAP property that results from deficient practices, system controls, or decisions.

### **3. The Whistleblower Protection Program.**

**a. Policy.** The CAP Whistleblower Protection Program provides protection against reprisal or abuse of authority toward members who expose fraud, waste, mismanagement, deficiency, cadet protection issue, abuse of authority or discrimination. This program is applicable to all CAP members.

(1) No person shall restrict a member of CAP from making a protected communication.

(2) Any CAP member who attempts to limit another member’s right to make or prepare a protected communication, or who attempts to retaliate against a member for making or preparing a protected communication is in violation of the CAP Whistleblower Protection Program policy and may receive administrative and/or disciplinary action.

(3) A Whistleblower Complaint is considered an administrative action, and no appeal of an adverse membership action may be made to the MARB until the Whistleblower Complaint has been resolved.

#### **b. Responsibilities.**

(1) CAP Inspector General.

- (a) Develops, publishes and oversees the Whistleblower Program.
- (b) Develops training materials for CAP members.
- (c) Develops publicity materials and articles to publicize the Whistleblower Program.
- (d) Investigates Whistleblower complaints against members of the national staff, region commanders and members of region staffs.

(2) Region Inspectors General.

(a) Normally investigate Whistleblower complaints against wing commanders and members of wing staffs.

(b) Disseminate information and materials regarding the Whistleblower Program.

(3) Wing Inspectors General.

(a) Normally investigate Whistleblower complaints against group and squadron commanders and members.

(b) Disseminate information and materials regarding the Whistleblower Program.

**c. Procedures.**

(1) **Whistleblower Complaints** will be processed on a priority basis in accordance with paragraph 8 of this regulation. Upon receipt of a Whistleblower Complaint, a copy of the complaint will be forwarded to the CAP/IG and to NHQ CAP/GC. In addition, if the complaint is against a CAP senior level official, the CAP/IG will forward a copy of the complaint to the CAP-USAF/IG.

(2) A copy of all completed ROIs of Whistleblower Complaints, along with actions taken, if any, will be forwarded to CAP/IG, NHQ CAP/GC and, if the complaint is against a Senior Level CAP Official, to CAP-USAF/IG.

**4. Sexual Abuse Complaints, Complaints Involving Criminal Conduct.** The commander or IG receiving a complaint of alleged sexual abuse or involving criminal conduct shall give immediate notification to NHQ CAP/GC. Complaints of sexual abuse or other criminal conduct should be reported to and investigated by appropriate civilian law enforcement agencies in accordance with the laws of the state. Any further action or investigation into these complaints, by CAP, must be specifically authorized by NHQ CAP/GC. (See CAPR 52-10, *CAP Cadet Protection Policy*; and CAPR 52-16, *Cadet Program Management*, as it relates to sexual abuse in violation of the Cadet Protection Policy).

**5. Complaints Processed Under Other Regulations.** The IG complaint program may not be used for matters normally addressed through other established grievance or appeal channels, unless there is evidence that those channels mishandled the matter or process. If a policy directive provides a specific means of redress or appeal of a grievance, complainants must exhaust those procedures before filing an IG complaint.

## 6. Complaints and Chain of Command Policy.

a. To provide an opportunity for the internal resolution of disputes, unit commanders are encouraged to maintain an open door policy for the members of their respective units.

b. Members should follow the chain of command. Commanders and members should make every attempt to resolve problems, conflicts, and disputes within CAP at the lowest unit level possible.

c. A member's use of the procedures set forth in this regulation will be free from retribution or reprisal by any other member. However, CAP members must understand that when submitting complaints, they are making official statements within CAP channels. Therefore, CAP members may receive administrative or disciplinary action under appropriate CAP regulations for knowingly making false statements. Any commander or IG who reasonably believes a complainant has submitted a knowingly false statement should consult with their Legal Officer before taking any action.

d. Prior to presenting a complaint to the appropriate IG, individuals should first consider whether their complaint may be solved more quickly and simply by referring it to the member's unit commander, legal officer, or chaplain.

e. Members are advised of their duty to use appropriate channels and grievance systems to resolve complaints at the lowest possible level and will not send copies of complaints, or correspondence relating to complaints, to other CAP members, including CAP staff or members of the CAP Board of Governors (BoG), except as outlined in para 7b. However, nothing herein should be interpreted as restricting a member's right to communicate with any CAP commander, elected or regulatory federal, state and local governmental officials or legal counsel.

## 7. Complaints Submission.

a. All complaints should be in writing, dated and signed by the complainant. E-mail and voice (telephone) complaints require a written follow up, with a signature, submitted (postmarked or hand delivered) within 8 days. Complaints must be accompanied by all available documentation in the possession or control of the complainant. The CAPF 30, *Personal and Fraud, Waste & Abuse Complaint Registration Form*, should be used as the summary page attached to the complaint. Priority investigations may be initiated upon receipt of a verbal or e-mail complaint, which should be followed by a written complaint submitted within 8 days. Only members have the right to file complaints, (senior members and cadet members,) with the exception that parents or legal guardians may submit complaints on behalf of cadet members. CAP will accept FWA and other complaints from any source, however, complaints submitted under the CAP Inspector General System must be filed using the procedures established in this regulation.

b. Complainants may submit complaints anonymously. Anonymous complainants obviously will **NOT** receive a response. Complainants may file complaints anonymously through the CAP FWA Hotline, or directly with an IG. E-mail and voice (telephone) complaints filed anonymously are not required to submit a written follow up.

c. Complaints shall be submitted to the commander or inspector general of the unit to which the complainant is assigned. If the subject is not in the same chain of command as the complainant, the commander or IG will forward the complaint to the appropriate commander or IG in the subject's chain of command and will notify the complainant of the transfer. Should the complaint be against a commander or IG, the complaint shall be filed with the commander or IG at the next higher organizational level (see CAPR 20-1, *Organization of Civil Air Patrol*).

**d.** Complaints against members of the BoG are filed with the Secretary of the BoG and investigated as determined by the BoG. CAP-USAF will be notified immediately of all complaints against members of the BoG.

**e.** Complaints against senior level CAP officials shall be submitted directly to the CAP/IG. Upon receiving such a complaint, the CAP/IG will:

(1) Notify National Headquarters CAP/EX, CAP-USAF/IG, the Chair of the CAP BoG, and the CAP National Commander.

(2) Ensure the allegations of misconduct, fraud, waste and/or abuse are investigated.

(3) Following the completion of an investigation, forward a copy of the final ROI and all pertinent documents related to the complaint (if requested) to the Chair of the CAP BoG, NHQ CAP/EX, NHQ CAP/GC, CAP-USAF/IG and CAP/CC.

(4) The CAP/IG will act as the CAP central repository for ROIs or any other adverse information against CAP senior level officials.

(5) The CAP/IG or an IO, appointed by the BoG, will handle all complaints against the National Commander or National Vice-Commander in accordance with this regulation. Any allegations of personal misconduct or morale turpitude will be promptly turned over to the National Legal Officer in accordance with the CAP Constitution and Bylaws. The CAP National Legal Officer will determine if any action is warranted under CAPR 35-7, *Removal of National Commander or National Vice-Commander*.

**f.** Complaints against the CAP/IG are submitted directly to the CAP/CC and the CAP-USAF/IG

**g.** The complainant shall submit the complaint within 60 days of the occurrence or action upon which the complaint is based or within 60 days of the complainant becoming aware of the occurrence or action upon which the complaint is based. If the IG and his/her commander agree that it is in the interest of the Civil Air Patrol to investigate a complaint that is not within the 60 day window, the commander may waive this requirement.

**h.** Complaints may be delivered personally, by mail, voice (telephone) or by e-mail. The date of actual receipt or 5 days following the date of the postmark, whichever is earlier, is the effective date of the complaint. The complaint must be annotated with the date received and the original postmarked envelope retained to properly establish date of receipt. The effective date of e-mail complaints will be the date of actual receipt only if a written follow-up, with signature, is submitted (postmarked or hand delivered) within 8 days following the date of the receipt of the e-mail. For anonymous e-mail complaints the effective date will be the date the e-mail is received.

**i.** Complainants, subjects and witnesses are expected to be truthful in all matters concerning an investigation. Failure to be truthful, to respond, or to cooperate fully in an investigation may cause a member to receive disciplinary action up to and/or including membership termination as permitted under CAPR 35-3, *Membership Termination*, and other appropriate CAP regulations.

**j.** In the case of a conflict of interest between the person investigating the complaint and the complainant, subject or any witness, the IG or IO may assign an impartial IO to perform the investigation or may refer the complaint to the next higher level IG office. However, upon completion of the investigation, the ROI shall be sent to the appointing authority in the subject's chain of command.

k. Commanders and all personnel involved or having knowledge of an investigation are cautioned not to discuss the complaint, investigation, or findings with persons not involved in the investigation or in the direct chain of command of the complainant or subject. Unauthorized disclosure may result in a claim of defamation against the individual making such unauthorized disclosure and against CAP in a court of law.

## 8. Complaint Processing.

a. Receipt of a complaint shall be acknowledged in writing by the IG or IO within 30 days of the effective date of the complaint. Investigations should be completed within 180 days unless there is a justifiable reason for delay. In cases where the IO believes the investigation will exceed 180 days, the IO will submit justification for this delay to the appointing authority in the subject's chain of command. The IG or IO will send reports every 45 days to both the complainant (except for anonymously filed complaints) and the commander who directed the investigation indicating how the investigation is progressing, without discussing specific issues or information relating to or derived from the investigation.

b. Upon receipt of a complaint, the IG will conduct a complaint analysis by reviewing the allegations and evidence. There are **FIVE** action options at the conclusion of complaint analysis. The IG may:

- (1) **ASSIST** the complainant in resolving the issue at the lowest level.
- (2) **REFER** the case to the command level in CAP. This would include complaints that could be resolved more quickly and effectively through the chain of command or other channels.
- (3) **TRANSFER** the case to the appropriate CAP jurisdiction.
- (4) **DISMISS** the complaint when an analysis indicates that the action complained about is not a violation of CAP rule, regulation or standard.
- (5) **INVESTIGATE** the complaint after obtaining an appointment letter. Investigation should be the option of last resort.

c. Documentation of the complaint analysis shall be maintained IAW paragraph 9a of this regulation. **All complaints that involve alleged either Whistleblower protection or reprisal will be processed on a priority basis in accordance with this paragraph by the IG.**

d. When it is determined by the IG, following a complaint analysis, that an investigation is warranted, the National, region or wing commander will appoint, in writing, an IG or IO to investigate the complaint. A proper appointment letter is necessary to afford the IG and/or IO indemnification under CAPR 112-10, *Indemnification*. This is best established by documenting the appointment through a formal appointment letter. Without it, the IG/IO risks personal liability. The appointment letter shall state the nature of the complaint and any limits to the scope of the investigation. If during the course of the investigation additional allegations are made or the scope of the investigation changes, a new appointment letter will be executed. An example of an appointment letter is shown in Attachment 1.

(1) IGs may appoint, in writing, one or more IOs when delegated this authority in their appointment letter.

(2) Group commanders must request an appointment of an IO for group level investigations from the wing commander. The wing commander will, in conjunction with the Wing IG, select the appropriate IO for the group investigation and issue the appointment letter.

**e.** Once a complaint is determined to be warranted, and is therefore in IG channels, only the appointing authority's IG, or an IG at a higher organizational level, may remove the complaint from IG channels.

**f.** Commanders will ensure the IG or IO, in consultation with the legal officer, investigates all appropriate complaints filed within IG channels. The IG will notify the subject's commander of the complaint and, if appropriate, and on behalf of the commander, shall either personally investigate the complaint, or cause an investigation to be completed. Upon initiation of an investigation, the IG or IO shall provide the subject a short, plain statement of the general nature of the complaint and that the complaint is under investigation. The identity of the complainant shall remain confidential.

**g.** Priority investigation complaints shall take precedence over all other complaints and shall be processed immediately by the IG or assigned IO.

**h.** Since the purpose of an investigation is to ascertain facts, full cooperation is required by complainants, subjects and witnesses who are CAP members. Failure to respond with truthful and complete information or any action to impede the process of the investigation in any way may cause a member to receive disciplinary action up to and/or including membership termination as permitted under CAPR 35-3 and other appropriate CAP regulations. Individuals providing evidence in an investigation may be required to sign the Read In Document. There is no requirement for legal representation, recorded testimony, a formal hearing, or application of the rules of evidence. If any complainant, subject or witness fails to appear after being properly notified, the investigation should proceed without his/her input.

**i.** It is the responsibility of the IG or assigned IO to conduct an objective inquiry and to find factual information.

**j.** IGs and IOs should use the "Complaint Investigating Officers Guide" as a source for conducting the investigation. This guide can be obtained through a wing or higher IG or by contacting the Inspector General Administrator at HQ CAP.

**k.** IGs and IOs will not make written recommendations to commanders.

**l.** Upon completion of an investigation the IG or IO will submit written findings to the appropriate commander in a ROI. A ROI shall include at least the following points:

(1) Background of the complaint (how it came to the attention of the inspector general or investigating officer).

(2) Complainant's allegation.

(3) Applicable CAP, FAA, FCC or other directives that may have been violated.

(4) Complainant's documentation and/or testimony. (Attach copy of Read In Document, if used.)

(5) Subject's documentation and/or testimony. (Attach copy of Read In Document, if used.)

(6) Witnesses' documentation and/or testimony, if any. (Attach copy of Read In Document, if used.)

(7) Findings of facts.

(8) Conclusion classification for each of the allegations, derived from the findings (sustained or not sustained), with a discussion of the facts or lack of facts that support the classification. If the IG or IO considers the complaint without merit, that finding may be noted.

(9) Signature of the IG or IO.

m. Conclusion classifications shall include one of the following categories:

(1) SUSTAINED -- an allegation is “sustained” when the inquiry reveals “a preponderance of evidence” in support of the allegation.

(2) NOT SUSTAINED -- The inquiry determined that the act complained of did not occur, was justified according to applicable directives, or that there was not a preponderance of evidence to support the allegation.

n. The findings of the IG or IO shall be based upon preponderance of evidence.

o. The Investigation and ROI is done for the commander. It shall remain confidential.

p. Generally, the CAP command level conducting an investigation shall pay the costs incurred during investigations (exceptions may be agreed upon by the command levels involved). The IG or assigned IO will not be expected to personally pay for expenses related to any investigation.

q. The appropriate level legal officer should review ROIs. The legal officer should, at a minimum, review:

(1) The allegation(s) and complaint to see if they make sense.

(2) The facts of the investigation to see if they support the ROI’s conclusion.

(3) The applicable standards and whether they were properly addressed in the ROI.

(4) Who violated the standards and were there any mitigating factors.

(5) Whether the standard of proof is a “preponderance of evidence”.

r. Commanders may accept or reject the findings of an IG or IO, or may direct further investigation.

s. Upon receipt of the findings and when the appointing commander is satisfied that the complaint has been fully investigated, the commander will provide the complainant (except for anonymously filed complaints) and the subject with a written memorandum stating the commander's decision.

t. If the commander, after consultation with the legal officer, elects to impose an administrative action against a member based upon the ROI, the notification to the member must include the specifics of the infraction and enough of the facts from the ROI so that the member can make a meaningful review of the commander’s decision. Requests for review of the commander’s actions, if any, are requested and made pursuant to the regulation under which the commander’s action is taken.

**u.** If a complainant or subject disagrees with the validity of the findings of an investigation, or the conclusions of the appropriate commander, s/he may request that the next higher-level IG review their case. This request must occur within 90 days of receiving the commander's response. This review process may only be elevated one level. Simply disagreeing with the findings or corrective action taken will not constitute sufficiency for additional IG review. The request must be in writing, give specific reasons why the complainant believes the original IG investigation was not valid or adequate, and provide additional information to justify a higher level review on previously considered issues.

## **9. Disposition of Records.**

**a.** Upon completion of an investigation, the IG or IO shall consolidate a copy of all documentation, including memoranda of commander's final action. This shall constitute the case file. The case file shall be sealed in an envelope and the outside marked with the full name of the complainant and the year the complaint is closed out. These files are confidential and should be kept under lock and key and passed to the subsequent IG. These case files will be maintained in accordance with CAPR 10-2, *Files Maintenance and Records Disposition*.

**b.** ROI and case files are privileged information documents. They will not be released (in whole or in part), reproduced, or given additional dissemination (in whole or in part) outside of IG or legal officer channels without prior written approval of the CAP/IG and the CAP/CC after consultation with the CAP National Legal Officer.

**Attachment 1 - Appointment of Inspector General to Conduct Investigation**

Office of the Commander  
 WING/REGION HEADQUARTERS  
 CIVIL AIR PATROL  
 Enter Address  
 Enter Address  
*United States Air Force Auxiliary*

**PRIVILEGED INFORMATION DOCUMENT**  
 ONLY PERSONS HAVING A NEED TO KNOW WILL REVIEW THIS MATERIAL

**APPOINTMENT OF INSPECTOR GENERAL TO CONDUCT INVESTIGATION**

DATE

**MEMORANDUM FOR WING/REGION INSPECTOR GENERAL**

**FROM:** National/Region/Wing Commander

**SUBJECT:** COMPLAINT of Rank **NAME**, CAP, #ID, Leadership Position, Organization, Wing

**SUBJECT:** ANONYMOUS COMPLAINT received (date)

**SUBJECT:** MEMBERSHIP TERMINATION of Rank **NAME**, CAP, #ID, Organization Charter (if known),  
 City, State

The Wing/Region Inspector General is hereby authorized to inquire into all aspects and circumstances of a complaint/non-renewal action filed by name concerning an allegation of xxxxxx.

Acting pursuant to authority granted by the Civil Air Patrol BYLAWS, SECTION 10.7 f, the Civil Air Patrol Inspector General shall interview any and all CAP and USAF personnel (active, inactive, or retired) and any other person known to the Inspector General to have knowledge of these matters, review any and all records, files, correspondence, and documents (including any and all confidential and court records, files, correspondence, and documents), and inspect any and all tangible or intangible relationships, material, assets, or property deemed necessary by the Civil Air Patrol Inspector General in order to bring this matter to conclusion. The Civil Air Patrol Inspector General is authorized to appoint additional Investigating Officers to assist, as he deems necessary.

NAME, Rank, CAP  
 National/Wing/Region Commander

**Notes:**

- (a) **Heading:** Use appropriate Wing/Region heading.
- (b) **Use only one subject line.**
- (c) **Enter the Wing or Region name and/or the name and grade of the IG**
- (d) **Enter a brief description of the allegation(s).**