



OFFICE OF THE NATIONAL COMMANDER
CIVIL AIR PATROL
UNITED STATES AIR FORCE AUXILIARY
MAXWELL AIR FORCE BASE, ALABAMA 36112-5967

ICL 20-01
2 March 2020

MEMORANDUM FOR ALL CAP UNIT COMMANDERS

FROM: CAP/CC

SUBJECT: Interim Change Letter – CAPR 20-2, *Complaint Resolution*

1. This interim change letter immediately changes CAPR 20-2 and will remain in effect until the regulation is revised. Compliance with this letter is mandatory.
2. The following paragraphs pertaining to Commander Directed Investigations (CDIs) are inserted after paragraph 15.1; remaining paragraphs are renumbered:

15.2. At the conclusion of CDIs that are open as of 1 March 2020, IOs shall submit the case file consisting of the appointment letter, investigation summary and closure letter to CAP/GC at gc@capnhq.gov. CAP/GC will ensure the files are uploaded into a System of Record. Templates for these documents are provided in the Command Directed Investigator's Guide (CDIG) and shall be followed for consistency in presentation. Original appointment letters do not need to follow the template.

15.3. Commanders initiating investigations on 2 March 2020 and later shall appoint an IO using the template in Attachment 1 to the CDIG. Investigating officers will use the remaining four templates provided as Attachments 2 through 5 of the CDIG to complete the investigation plan, investigation summary, evidence log and closure letter. These five documents make up the investigation case file. Upon conclusion of the investigation, IOs shall forward the entire case file to CAP/GC at gc@capnhq.gov to be uploaded into a System of Record.

3. This change brings CDIs into compliance with the Cooperative Agreement with the Air Force that mandates all investigation documents be stored in a system of record and reviewable by the CAP-USAF/IG. For comments or questions regarding this interim change letter, contact Col Cheryl Fielitz-Scarborough, CAP/IG, at cfielitzscarborough@cap.gov.

A handwritten signature in black ink that reads "Mark E. Smith".

MARK E. SMITH
Major General, CAP
Commander