

**COMPLAINT RESOLUTION QUALITY CONTROL CHECKLIST**  
**(only for use for cases closed after February 2018)**  
**ECIM CASE NO:**

<b>INTAKE</b>		
<b>DOCUMENT</b>	<b>NOTES</b>	<b>UPLOADED</b>
ORIGINAL COMPLAINT	<b>COMPLIANCE ELEMENT REQUIREMENT.</b> Within 14 Days of Notification	
TRANSFER LETTER	<b>COMPLIANCE ELEMENT REQUIREMENT.</b> If In Another IG's Area of Responsibility	
CASE FILE OPENED	<b>COMPLIANCE ELEMENT REQUIREMENT.</b> In ECIM	
COMMANDER NOTIFICATION	<b>COMPLIANCE ELEMENT REQUIREMENT</b>	
COMPLAINT ACKNOWLEDGEMENT LETTER	<b>COMPLIANCE ELEMENT REQUIREMENT.</b> Upon Receipt of Written Complaint	
CLARIFICATION INTERVIEW SUMMARY EMAIL	<b>COMPLIANCE ELEMENT REQUIREMENT.</b> Uploaded after completion of the clarification interview	
CAPF 20 COMPLAINT FORM	<b>COMPLIANCE ELEMENT REQUIREMENT.</b> Before Completion of Complaint Analysis	
COPIES OF EMAILS, LETTERS, DOCUMENTS MARKED "COMPLAINANT PROVIDED," ETC. REGARDING ACTIONS, DISPOSITIONS AND TO PROVE TRANSMITTAL	As They are Sent and Received	
<b>COMPLAINT ANALYSIS</b>		
<b>DOCUMENT</b>		<b>UPLOADED</b>
REPRISAL EVALUATION WORKSHEET	Required for Retribution if Case is Closed at Complaint Analysis	
COMPLAINT ANALYSIS	<b>COMPLIANCE ELEMENT REQUIREMENT.</b> Returned Approved by Legal Officer and Commander	
REFERRAL LETTER	<b>COMPLIANCE ELEMENT REQUIREMENT.</b> If Referred	
ASSISTANCE PLAN	If Case is Closed as an Assist	
COPIES OF EMAILS, LETTERS, DOCUMENTS MARKED "COMPLAINANT PROVIDED," ETC. REGARDING ACTIONS,	Upload as They are Sent and Received	

DISPOSITIONS AND TO PROVE TRANSMITTAL		
COMPLAINT ANALYSIS CLOSURE LETTER	<b>COMPLIANCE ELEMENT REQUIREMENT.</b> Sent to Complainant if No Investigation	
CERTIFICATION OF DOCUMENT DESTRUCTION LETTER	<b>COMPLIANCE ELEMENT REQUIREMENT.</b> If Case is Closed	
<b>INVESTIGATION</b>		
<b>DOCUMENT</b>		<b>UPLOADED</b>
GENERAL COUNSEL APPROVAL TO CONDUCT AN INVESTIGATION	Required for Potential Criminal and Cadet Abuse Allegations	
SUBMITTAL TO A LAW ENFORCEMENT AGENCY	If Allegation is a Criminal Offense	
NOTICE OF INTENT NOT TO PROSECUTE FROM LAW ENFORCEMENT AGENCY	If Case Was Submitted to a Law Enforcement Agency	
APPOINTMENT LETTER FROM THE APPOINTING AUTHORITY TO THE IG	<b>COMPLIANCE ELEMENT REQUIREMENT.</b>	
NOTIFICATION OF INVESTIGATION LETTER (TO THE SUBJECT'S COMMANDER)	<b>COMPLIANCE ELEMENT REQUIREMENT.</b>	
INVESTIGATION PLAN	Sent To Appointing Authority	
EVIDENCE LOG	Upload After Completion	
EVIDENCE	Upload Upon Receipt	
WITNESS/PARTICIPANT LIST	Upload After Completion	
RECORDED INTERVIEWS	Upload After Completion	
STATEMENT FORMS	Upload as they are completed	
REQUESTS FOR INFORMATION	Upload as they are completed	
REPRISAL EVALUATION WORKSHEET	Required for Retribution Allegations	
D.O.D. MEMBER STATUS WORKSHEET	Upload as they are completed	
REQUEST AND APPROVAL TO INTERVIEW USAF PERSONNEL	If Needed	
REQUEST AND APPROVAL TO INTERVIEW CAP EMPLOYEES	If Needed	
PROGRESS REPORTS	Upload as they are completed	
STATUS REPORTS	Upload as they are completed	
ROI EXTENSION LETTER	Required if Investigation Continues Longer Than 180 Days	

COPIES OF EMAILS, LETTERS, DOCUMENTS MARKED "COMPLAINANT PROVIDED," ETC. REGARDING ACTIONS, DISPOSITIONS AND TO PROVE TRANSMITTAL	Upload as they are Sent and Received	
REPORT OF INVESTIGATION	<b>COMPLAINCE ELEMENT REQUIREMENT.</b> Approved by Appointing Authority and Legal Officer	
DECISION LETTER FROM APPOINTING AUTHORITY	Required for Case Closure	
CLOSE-OUT LETTERS	<b>COMPLIANCE ELEMENT REQUIREMENT.</b> To Complainant and Subject	
CERTIFICATION OF DOCUMENT DESTRUCTION LETTER	After Case is Closed	

1) This document will be completed by the Wing IG for each case and will be reviewed for accuracy and completeness by the Region IG.

2) This document is a required Compliance Element

Reviewer

Date