

## Fraud, Waste and Abuse (FWA)

The primary objective of making a FWA complaint is to eliminate loss of resources and support mission readiness by educating Airmen and civilians on how to prevent, detect and correct FWA issues. Immediately report suspected FWA through your chain of command or to the IG. Your report can also be submitted anonymously.

### **FRAUD**

Any intentional deception designed to unlawfully deprive the government of something of value or to secure from the government for an individual a benefit, privilege, allowance, or consideration to which he or she is not entitled

### **WASTE**

The extravagant, careless, or needless expenditure of government funds or the consumption of government property that results from deficient practices, systems controls, or decisions. The term also includes improper practices not involving prosecutable fraud.

### **ABUSE**

Intentional wrongful or improper use of government resources. Examples include misuse of grade, position, or authority that causes the loss or misuse of resources such as tools, vehicles, computers, or copy machines.



### **LOCATION**

Building 400 (HQ Bldg), Suite 119

### **NORMAL BUSINESS HOURS**

0700-1600, Monday-Friday

### **CONTACT INFORMATION**

Complaints Resolution Office  
Comm: (940) 676-6550 DSN: 736-6550

24 hour Complaint Hotline: (940) 676-2222  
DSN: 736-2222

#### **E-mail:**

[82TRW.IGQ.Workflow@us.af.mil](mailto:82TRW.IGQ.Workflow@us.af.mil)

#### **Mailing Address:**

419 G Avenue  
Suite 119  
Sheppard AFB, TX 76311-2946

#### **Website:**

Visit the 82 TRW/IG SharePoint: <https://usaf.dps.mil/teams/aetc-spd-82trw-ig/SitePages/Home.aspx>



82d Training Wing  
Inspector General



## **Complaints Resolution Program**

### MISSION

Ensure a credible Air Force Inspector General system by providing a responsive Complaints Resolution Program that impartially addresses grievances to enhance morale, efficiency, readiness and emphasize mission focus.

## WHO CAN USE THE IG SYSTEM?

IGs assist Airmen of all ranks, family members, civilian employees, retirees and other civilians.

### **IG ROLE:**

Serve as fair, impartial and objective fact-finders and problem solvers.

### **YOUR ROLE:**

You help commanders discover and correct problems affecting the productivity and morale of assigned personnel. Resolving the underlying cause of a complaint may prevent more severe symptoms or costly consequences, such as reduced performance, accidents, poor quality work, poor morale, or loss of resources. Even though allegations may not be substantiated, the evidence or investigation findings may reveal systemic, morale or other problems that impede efficiency and mission effectiveness.

### **FILING AN IG COMPLAINT:**

You should attempt to resolve complaints at the lowest possible level, (appropriate for the circumstances), using supervisory channels before addressing them to higher-level command channels or the IG. Why? A lower level supervisor can often resolve complaints in a more timely and effective manner than a higher-level supervisor not familiar with the situation.

## HOW TO FILE A COMPLAINT

1. You may file a complaint if you reasonably believe inappropriate conduct has occurred or a violation of law, policy, procedure, or regulation has been committed.
2. Complete the personnel data information on an **AF Form 102** (typed or printed legibly).
3. Briefly outline the facts and relevant background information related to the issue or complaint on AF Form 102. Include any pertinent evidence to support the allegation.
4. List the allegations of wrongdoing **BRIEFLY**, in general terms and provide supporting narrative detail and documents later when interviewed. Allegations should be written as bullets and should answer:
  - a. **Who** committed the violation?
  - b. **What law, regulation, procedure, or policy was violated?**
  - c. **When** did the violation occur?
5. If more than **90 days** have elapsed since the alleged conduct occurred:
  - a. When did you first become aware of the conduct?
  - b. How did you become aware of the conduct?
6. Submit the completed AF Form 102 to any Air Force IG and setup a follow-on meeting to discuss the complaint.
7. If the IG is named in the complaint, contact the next higher-level IG.

## COMPLAINANT'S RIGHTS

1. File IG complaint outside supervisory channels without fear of restriction
2. File IG complaint without fear of reprisal
3. May request withdrawal of IG complaint
4. Request higher-level IG review within 90 days of receiving IG response
5. Submit complaints anonymously
6. Submit complaint if reasonable belief of wrongdoing was committed, even if complainant is not the wronged party
7. Request whistleblower protection
8. File complaints with allegations previously investigated or reviewed by higher-level IG office if you have new information
9. Contact an IG or Member of Congress regarding any issue

**Reprisal** is taking or threatening to take an unfavorable personnel action, or withholding or threatening to withhold a favorable personnel action on a military member for making or preparing or being perceived as making or preparing to make a protected communication.

**Restriction** is preventing or attempting to prevent members of the Armed Forces from making or preparing to make lawful communications to Members of Congress and/or an IG

*Per Title 10, U.S. Code 1034*

## **COMPLAINANT RESPONSIBILITIES**

1. **Time limit:** IG complaints should be submitted within **90 days** of learning of alleged wrongdoing
2. **Cooperation:** Provide factual and relevant information
3. **Truthfulness:** Understand you are submitting official statements