

UNITED STATES ARMY INSPECTOR GENERAL SCHOOL

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# THE ASSISTANCE AND INVESTIGATIONS GUIDE



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## Introduction

### The Assistance and Investigations Guide

1. **Purpose:** This guide outlines the specific techniques, formats, and procedures used when performing Inspections, Assistance, Investigations, and Investigative Inquiries.

2. **The Assistance and Investigations Guide:** The Inspector General Action Process (IGAP) is the process IGs use when performing Assistance and conducting Investigations. Although Assistance and Investigations are both separate functions, each one shares this same process and, as a result, many of the same steps, formats, and techniques. Factors that bear on Assistance also have an impact on Investigations and vice versa. Since both functions share similar doctrine, they appear together – for doctrinal purposes – in one complete guide for ease of reference.

3. **The Guide as a Handbook:** This guide is designed to serve as a ready reference and step-by-step handbook that will allow an IG serving in the field to follow each step of the IGAP and perform Assistance or conduct an Investigation (or Investigative Inquiry) as necessary. Part One of the guide addresses the IGAP and its application to Assistance while Part Two addresses the IGAP and the performance of Investigations. Many of the techniques and formats offered herein are not mandatory for use but instead offer all Army IGs a common frame of reference and a generally approved way of executing both of these functions. The rules bearing on these two functions, as outlined in Chapters 4, 7, and 8 of Army Regulation 20-1, Inspector General Activities and Procedures, represent the policy that frames this doctrine and, ultimately, the execution of both functions. Therefore, IGs must use this guide in concert with the policy outlined in the regulation.

4. **Questions and Comments:** For questions or comments concerning this guide, please contact the authors at the U.S. Army Inspector General School, 5500 21<sup>st</sup> Street, Suite 2305, Fort Belvoir, Virginia 22060-5935 or call commercial (703) 805-3900 or DSN 655-3900. The authors' names are as follows:

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# Part One

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## Assistance

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## Chapter 1

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### Overview

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## Section 1-1

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### Introduction

1. **Purpose:** The purpose of this guide is to help Inspectors General at all levels within the Army carry out the Assistance function. The U.S. Army Inspector General School uses this guide to teach the Assistance function and the seven-step Inspector General Action Process (IGAP) to newly selected Inspectors General. Acting Inspectors General may also use The Assistance and Investigations Guide to perform their duties.

2. **Army Regulation 20-1:** This guide creates a tool that, when used in conjunction with Army Regulation 20-1, Inspector General Activities and Procedures, will prepare an Inspector General to provide the best support to the soldier, the command, and to the U.S. Army.

## Section 1-2

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### Definitions

1. **Purpose:** The purpose of this section is to explain some key terms associated with the Inspector General Assistance function.
2. **Assistance:** Army Regulation 20-1, Inspector General Activities and Procedures, defines Assistance as the process of receiving, inquiring into, recording, and responding to complaints or requests for Assistance either brought directly to the Inspector General or referred to the Inspector General for action concerning matters of Army interest.
3. **Assistance Inquiry:** An informal fact-finding process used to address or respond to a complaint involving a request for help, information, or issues but not allegations of impropriety or wrongdoing. An Assistance inquiry may simply provide the facts to answer a question posed by the complainant.
4. **Inspector General Action Request (IGAR):** IGAR is the term used to refer to the process of receiving, inquiring into, recording and responding to complaints or requests either brought directly to the Inspector General or referred to the Inspector General for action. Inspectors General record this information on DA Form 1559, Inspector General Action Request.
5. **Allegation:** A declaration or assertion made without proof concerning an individual or a detrimental condition.
6. **Complainant:** A person who submits a complaint, allegation, or other request for assistance to an IG.
7. **Complaint:** An expression of dissatisfaction, resentment, discontent, or grief.
8. **Investigation:** A formal fact-finding examination by a detailed IG into allegations, issues, or adverse conditions to provide the directing authority a sound basis for decisions and actions. IG investigations normally address allegations of wrongdoing by an individual and are authorized by written directives.
9. **Investigative Inquiry:** A fact-finding examination by an IG into allegations, issues, or adverse conditions. The investigative inquiry is an informal fact-finding process used by IGs to gather information needed to address allegations of impropriety against an individual that do not require an investigation.
10. **Issue:** An issue is a complaint, request for information, or request for assistance to the Inspector General that does not list a who as the violator of a standard or policy.

11. **Subject:** A person against whom non-criminal allegations have been made such as a violation of a local policy or regulation that is not punitive.

12. **Suspect:** A person against whom criminal allegations were made. The allegations include violations of UCMJ punitive articles, punitive regulations, or violations of other criminal laws. A person may also become a suspect as a result of incriminating information that arises during an investigation or interview, or whenever the questioner believes, or reasonably should believe, that the person committed a criminal offense.

## Section 1-3

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### Categories of Inspectors General

1. **Purpose:** The purpose of this section is to discuss and describe the five Inspector General Categories (Detailed Inspectors General, Assistant Inspectors General, Temporary Assistant Inspectors General, Acting Inspectors General, and Administrative Support Staff).
2. **Detailed Inspector General:** Detailed Inspectors General are commissioned officers only in the grade of O-3 and above. This officer may receive and process requests for Assistance, direct and conduct Inquiries, conduct Investigations and Inspections, and administer oaths. Detailed Inspectors General wear the Inspector General insignia. Detailed Inspectors General must be trained and qualified at the Army Inspector General School at Fort Belvoir, Virginia.
3. **Assistant Inspector General:** An Assistant Inspector General may be a promotable chief warrant officer, a noncommissioned officer in the grade of sergeant first class and above, or a civilian employee in the grade of General Schedule (GS) nine and above. This category of Inspector General may receive and process requests for Assistance, conduct Inspector General Inquiries, assist detailed Inspectors General with Inspector General Investigations and Inspector General Inspections, and perform administrative duties. They may also administer oaths during sworn, recorded testimony and wear the Inspector General insignia (except for warrant officers). Assistant Inspectors General must be trained and qualified at the Army Inspector General School at Fort Belvoir, Virginia.
4. **Temporary Assistant Inspector General:** These individuals are commissioned officers, chief warrant officers, enlisted soldiers, and Department of the Army civilians temporarily detailed to augment an Inspector General Inspection or Investigation team for a specified period. These individuals are Subject-Matter Experts (SME) in a particular subject area. The approval for Temporary Assistant Inspectors General serving for more than 180 days is The Inspector General (TIG). Temporary assistant Inspectors General serving for longer than 180 days must attend the Inspector General School at Fort Belvoir, Virginia. The MACOM commander is the approving authority and has training responsibility for those Temporary Assistant Inspectors General serving less than 180 days.
5. **Acting Inspector General (AIG):** Acting Inspectors General are commissioned officers only whose MACOM commander has assigned them to serve as Acting Inspectors General as an additional duty. The TIG is the approving authority for all exceptions to policy. An Acting Inspector General assists a detailed Inspector General with receiving IGARs in population areas for which the detailed Inspector General has responsibility but from which the detailed Inspector General is often geographically separated. The detailed Inspector General has several other options

for the appointment of an Acting Inspector General. Acting Inspectors General will only provide Assistance for requests for help. Acting Inspectors General will not conduct Investigative Inquiries or Investigations, serve on Inspector General Inspection teams, or perform duties in the office of a Detailed Inspector General. They may not administer oaths and may not wear Inspector General insignia. Detailed Inspectors General at the MACOM level will train and supervise Acting Inspectors General.

**6. Administrative Support Staff:** These individuals are soldiers and civilians who serve in administrative and support positions such as secretaries, computer operators, etc. They will take the Inspector General oath because they are part of the Inspector General system and may have access to Inspector General records. Administrative Support Staff personnel will not lead, assist, or conduct Inspector General Inspections, Assistance, Inquiries, or Investigations. Administrative Support Staff may attend the Army Inspector General School at Fort Belvoir.

## Section 1-4

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### The Assistance Function

1. **Purpose:** This section explains the Assistance function.
2. **Assistance Function:** The Assistance function is the process of receiving, inquiring into, and responding to complaints, requests for information, and requests for help presented or referred to an Inspector General. This process is used to correct problems indirectly. Inspectors General correct problems by bringing the matter to the attention of the command and letting the command do the right thing. This handoff occurs at the level of command appropriate to take the corrective action and elevated only when deemed appropriate. This process assists in eliminating conditions detrimental to the morale, efficiency, or reputation of the unit and the Army.

The Assistance function is a major portion of the Inspector General workload. It complements the Inspections and Investigations functions of the Inspector General system. For example, during an Inspection you may receive IGARs with either issues or allegations following interviews and sensing sessions. Likewise, a simple request for Assistance may require an Inspection to resolve. Some complaints may expand into an Investigation depending on the situation. Any Inspector General can perform the Assistance function.

The Assistance function is another opportunity for the Inspector General to teach and train; provide information about Army systems, processes, and procedures; and assess attitudes while assisting, inspecting, and investigating. The Inspector General Teaching and Training function is an integral part of all Inspector General functions.

## Section 1-5

### Sources of Inspector General Action Requests (IGARs)

1. **Purpose:** This section lists and describes some of the many sources of Inspector General Action Requests (IGARs).
2. **Sources of Inspector General Action Requests (IGARs):** IGARs can come from anyone and anywhere. They come from, walk-ins, call-ins, e-mail messages, write-ins, anonymously or with Inspectors General hearing the IGARs for themselves. The followings are some examples of sources of Inspector General Action Requests:
  - a. Active, reserve, and National Guard soldiers (Example: Reserve soldiers not getting the same treatment as an active counterpart when they access the Army systems).
  - b. Anonymous (Example: A person complains about a lack of command opportunities in a specific unit).
  - c. Department of Army civilians (Example: Pre-selection in hiring / promotions).
  - d. Family members (Example: Nonsupport issues).
  - e. Retirees / Veterans (Example: Veteran administration (VA) benefits / medical problems).
  - f. Commander (Example: Discussing a policy or consulting the Inspector General).
  - g. Other services (Example: Navy comes to an Army Inspector General for Assistance).
  - h. Civilian-civilians (Example: Civilians complaining about a soldier driving too fast or drinking while driving a government vehicle).
  - i. Media (Example: Requesting that the Inspector General confirm or deny something).
  - j. Contractors (Example: Contractors not meeting requirements or the Government exceeding the requirements of contracts).
  - k. Third parties (Example: Parents complaining on behalf of a son or daughter).
  - l. Other Inspectors General (Example: Another Inspector General received your case by mistake or a soldier is not in his or her command).
  - m. Congress (Example: A soldier went to his or her Congressman about a matter).

An Inspector General's responsibility is to receive the IGAR and determine if it is appropriate for that Inspector General to work or refer to another agency. Because Inspectors General assists on an area basis, these IGARs can come from anyone and anywhere. As long as the matter is Army-related, the Inspector General will provide Assistance by working the case or referring the issue to the appropriate agency for action.

## Section 1-6

### Who May Submit a Complaint to an Inspector General?

1. **Purpose:** This section explains who may submit a complaint to an Inspector General.

2. **Who May Submit a Complaint to an Inspector General?** Anyone, regardless of status, may make a complaint, allegation, or request for information or Assistance to any Army Inspector General concerning matters of Army interest. There are no pre-conditions for coming to the Inspector General for Assistance. During normal duty hours, military and Department of Defense (DoD) personnel must inform the chain of command that they are leaving their place of duty. They cannot just walk off the job and fail to inform their supervisors that they are going to the Inspector General. After duty hours, they may go to the Inspector General without notifying their supervisors.

The Inspector General will encourage the soldier or civilian employee to discuss complaints, allegations, or request for assistance first with the commander, chain of command, or supervisor as provided in Army Regulation 600-20. If the complainant does not wish to do so, the Inspector General will accept the IGAR unless specific redress procedures are available. In this case, the Inspector General will teach and train the complainant on using the appropriate, formally established appeal process.

## Section 1-7

### The Purpose and Use of DA Form 1559

1. **Purpose:** This section describes the DA Form 1559 and its use.
2. **The Purpose of DA Form 1559 and its Use:** Inspectors General use DA Form 1559, Inspector General Action Request, to record complaints and Inspector General requests for information and assistance. This form acts as the base-control document, **assists in documenting Inspector General workload**, and assists in identifying trends and systemic issues. Also, the form allows the Inspector General to provide the Commanding General (CG) with information to improve the command. The Inspector General will complete DA Form 1559 every time there is a complaint, request for information, or request for Inspector General Assistance. The only time an Inspector General will not complete DA Form 1559 is when there is a complaint against a colonel promotable, general officer, or senior executive service civilian (see Part Two, Section 2-4).

If the complaint arrives via e-mail, fax, or letter, the Inspector General will attach a DA Form 1559 to the source document and write in the "action requested" block the following phrase: see attached document. During the initial interview with the complainant, the Inspector General will advise the complainant of the Privacy Act Statement on the DA Form 1559 and tell him or her that the Inspector General has the authority to request personal information and that the release of the complainant's social security number, home address, and home phone is voluntary.

If the Inspector General receives the complaint via telephone, the Inspector General will complete a DA Form 1559 and, in the signature block, write the word telephonic. For walk-in cases, the Inspector General will have the complainant complete, or will assist complainant in completing, DA Form 1559. The complainant will then sign the form.

## Section 1-7-1

### DA Form 1559

**1. Purpose:** This section discusses DA Form 1559, Inspector General Action Request.

#### A Blank DA Form 1559

INSPECTOR GENERAL ACTION REQUEST			
<i>For use of this form, see AR 25-1, the previous agency in the Office of The Inspector General and Auditor General.</i>			
DATA REQUIRED BY THE PRIVACY ACT OF 1974			
<small><b>AUTHORITY:</b> Title 16, USC, Section 3539.</small>			
<small><b>PRINCIPAL PURPOSE:</b> To assure efficient operations to resolve issues with the military services and to provide a response to the requestor(s) under this action to correct deficiencies.</small>			
<small><b>ROUTINE USES:</b> Information is used for official purposes within the Department of Defense; to answer complaints or requests for assistance, advice or information; by members of Congress and other Government agencies when determined by The Inspector General and Auditor General to be in the best interest of the Army; and in certain cases in line with court martial other military matters as authorized by the Uniform Code of Military Justice.</small>			
<small><b>DISCLOSURE OF THE SOCIAL SECURITY NUMBER AND OTHER PERSONAL INFORMATION IS VOLUNTARY. HOWEVER, FAILURE TO PROVIDE COMPLETE INFORMATION MAY HINDER PROPER IDENTIFICATION OF THE REQUESTOR, ACCOMPLISHMENT OF THE REQUESTED ACTION AND RESPONSE TO THE REQUESTOR.</b></small>			
<small>LAST NAME - FIRST NAME - MIDDLE INITIAL</small>	<small>GRADE</small>	<small>SSN</small>	<small>DUTY TELEPHONE</small>
<small>COMPLETE PRESENT MILITARY ADDRESS (if an military address, state current station address, including Zip Code)</small>			
<small><b>SPECIFIC ACTION REQUESTED</b></small>			
<small>INFORMATION PERTAINING TO THIS REQUEST (See additional sheets if necessary for maximum # available)</small>			
<small>This information is submitted for the sole purpose of requesting assistance, correcting injustice affecting individual, or eliminating conditions considered detrimental to the efficiency or reputation of the Army. I fully understand that I may be held accountable for any statements which are proved to be knowingly untruthful.</small>			
<small>DATE (MM/YY/NNNN)</small>	<small>SIGNATURE</small>		
<small>DA FORM 1559, APR 2001      REPLACES PORTION OF DCT 88, WHICH IS OBSOLETE.      USAFA V. 80</small>			

← Be sure to get a good phone number.

← What do you want the IG to do for you?

**2. DA Form 1559:** Complete this form for every request for Inspector General Assistance except for those regarding colonels promotable, general officers, or senior executive service civilians. The Inspector General will provide the complainant with a copy of this form when completed and signed. The Inspector General will ensure that he or she advises the complainant of the Privacy Act statement at the top of this form.

Complete DA Form 1559 in as much detail as possible. A good rule of thumb is to complete this form with sufficient detail to allow another Inspector General without prior knowledge of the case to work the issue. The Inspector General will ensure that he or she gets a good phone number to contact the complainant and ask the complainant exactly what it is that he or she wants the Inspector General to do for him or her.

The Inspector General will have the complainant read the Privacy Act Statement of 1974. The purpose of having the complainant read the Privacy Act is to show that the Inspector General has the authority to request personal information and that the release of the complainant's social security number, home address, and home telephone number is voluntary. Also, ask the complainant to read the statement concerning presenting false allegations to an Inspector General at the bottom of the page.

## Section 1-7-2

### IGARS Database Hard-Copy Blank 1559 Form

1. **Purpose:** This section discusses the IGARS Database Hard-Copy Blank 1559 Form.

#### A Copy of the IGARS Database Blank 1559

THIS BLANK FOR USE BY INSPECTOR GENERAL  
(When completed, this form becomes an official communication in accordance with AF 20-1.)

CASE NUMBER <input type="text"/>	CLOSEDATE <input type="text"/>
OPENEDATE <input type="text"/>	SUSPENSE <input type="text"/>
EXTERNAL SUSPENSE <input type="text"/>	RECIPIENT <input type="checkbox"/>
RECPTCODE <input type="checkbox"/>	CASESTATUS <input type="checkbox"/>
INITIATOR:	
LASTNAME <input type="text"/>	FIRST <input type="text"/>
M.I. <input type="text"/>	SEN <input type="text"/>
COMPONENT <input type="checkbox"/>	GRADE <input type="text"/>
GENDER <input type="checkbox"/>	RACE <input type="checkbox"/>
HOMERIC <input type="text"/>	ACKNOWLEDGMENT DATE <input type="text"/>
SOURCE <input type="checkbox"/>	COMPLAINANT:
LASTNAME <input type="text"/>	FIRST <input type="text"/>
M.I. <input type="text"/>	SEN <input type="text"/>
COMPONENT <input type="checkbox"/>	GRADE <input type="text"/>
GENDER <input type="checkbox"/>	RACE <input type="checkbox"/>
HOMERIC <input type="text"/>	ADDITIONAL INFO:
CASE LABEL <input type="text"/>	HOME IG <input type="checkbox"/>
PROBLEM AREA <input type="text"/>	NOTIFICATION <input type="text"/>
INSPECTOR GENERAL <input type="text"/>	
FUNCTION INFO:	
*CODE DESCRIPTION	*ACCD *DTRR VIC USER CODE SUBJ NO
SUBJECT INFO:	
*LASTNAME	SUBJ NO
*FIRST	M.I.
SEN	
*COMPONENT	*GRADE
*GENDER	*RACE
*ACCD	*AGENCY
*AGUTIC	
SYNOPSIS: (Cover case summary, facts pertinent, action taken):	

\* INDICATES A REQUIRED DATA ELEMENT      \*\* INDICATES ADDITIONAL DATA  
DA PROTOTYPPE 1559-E, OCT 01

2. **IGARS Database Hard-Copy Blank 1559 Form:** The IGARS Database Blank 1559 is known as the electronic copy. This blank form exists only within the IGARS database and is for Inspector General use only. This form is only a graphic, hard-copy representation of the data that an Inspector General will enter into the IGARS database when opening and editing a case. Inspectors General should keep copies of this blank form on hand in case the Inspector General has no computer or the computer fails. The Inspector General may then capture the same information on the blank database form and then input that same data later when the computer resumes operation or a computer becomes available. Each field marked with an asterisk must be completed. Unlike the DA Form 1559, the Inspector General may not release a completed copy of this database 1559 to the complainant. Inspectors General store sensitive and confidential information on this form.

Since IGARS 4.0 will undergo continuous refinement, this database form will be updated routinely to include new fields for required information. Inspectors General should keep abreast of these changes by checking the current form available on IGARS 4.0 at least monthly. The current version of this database form in use is labeled as DA Prototype 1559-E, October 2001. A feature on IGARS 4.0 will allow Inspectors General to click on a button, open a copy of the blank form in IGARS, and print it for hard-copy reproduction and use as necessary.

## Section 1-8

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### Teach and Train

1. **Purpose:** This section explains the Inspector General Teaching and Training function.

2. **Teach and Train:** The Teaching and Training function is incorporated into all aspects of an Inspector General's duties. When an Inspector General learns that personnel do not know regulatory requirements, the Inspector General explains the requirements and the reason these requirements were established. Additionally, Inspectors General pass on lessons learned and good ideas (or benchmarks) observed during the conduct of other Inspector General functions (Inspections, etc).

The effectiveness of the Inspector General system is, to a great extent, a function of how receptive non-Inspectors General are to Inspectors General. Therefore, Inspectors General must teach leaders and their soldiers how Inspectors General contribute to mission accomplishment and search for opportunities to inform them of the Inspector General system's purpose, functions, methods, benefits, and constraints. The bottom line is that while inspecting, assisting, or investigating, Inspectors General contribute to improving the Army by Teaching and Training others in policy and procedures.