

**PLAN OF THE DAY (POD) NOTES**  
**NAVAL INSPECTOR GENERAL**  
**FOCUS GROUPS AND HOTLINE COMPLAINT PROCESS**

A Team from the Office of the Naval Inspector General (NAVINSGEN), Washington, DC will be conducting an area visit to Corpus Christi, Kingsville, and San Antonio Texas from 6 to 17 February 2012. As part of their visit, the team will gather information to gain more insight, from a customer's viewpoint, into the readiness and quality of life in the South Texas area.

The mission of the Naval Inspector General is to be the "Conscience of the Navy" and to provide assistance, advice, and advocacy to all commands.

This area visit will include an on-site visit, focus group meetings, and discussions with Sailors and civilian employees throughout the Texas area.

Each focus group will be composed of a cross-section of personnel and will consist of approximately 25 people in a specific military rank/rate or government civilian employee pay band in the Department of the Navy (DON). Selection of participants will be made on a random basis and participants will be notified of their selection by their chain of command. Participants' views and honest inputs will be helpful to the NAVINSGEN as the team assesses quality of life for all military personnel and civilian employees.

Information gathered by these meetings is crucial to the NAVINSGEN Team's efforts and ensures the Team accurately captures the concerns of DON personnel in the South Texas area.

If you have a significant issue you feel warrants the attention of the NAVINSGEN and you are not included in a focus group discussion, we encourage you to first attempt to resolve the issue using your chain of command. Typically, most matters can be resolved at the local level. However, if you have specific issues that you have been unable to resolve or you need assistance in determining the right avenue of redress, please visit the IG website at [www.ig.navy.mil](http://www.ig.navy.mil). The website fully explains our 4-Step Hotline Complaint Procedure and answers Frequently Asked Questions related to the hotline process. In addition, the link to Common Hotline Complaints and Investigative References will provide the information needed to determine whether your issue is appropriate for the IG or another process.

If after reviewing the information on the IG website you believe the matter is appropriate for the IG, we request you submit a complaint using the [NAVIGHotlines@navy.mil](mailto:NAVIGHotlines@navy.mil) e-mail address or call the toll-free number, 1-800-522-3451. We encourage you to fully complete the hotline complaint form and submit your complaint in writing by e-mail, fax, or letter. Our experience has shown that written complaints are more organized, provide more details, and are less emotional. An investigator will evaluate your complaint and acknowledge receipt to inform you if the matter warrants further investigation or falls outside our purview. If an investigation is initiated, we will inform you whether or not the allegations were substantiated.