

Step 1: Determine the best method to address your issue.

You should first attempt to resolve problems using the chain of command and other local resources. You may seek assistance from the legal staff, union representative, chaplain, human resource personnel, equal opportunity advisor, your immediate supervisor, or Commanding Officer.

Review the list of Common Complaints on the Hotline Complaints link on the DOD IG website or the following list for matters that are appropriate for reporting to the NHL Hotline/IG:

- Abuse of Authority/Position
- Basic Allowance for Housing (BAH) Misuse
- Bribes/Kickbacks/Acceptance of Gratuities
- Conflicts of Interests
- Ethics Violations
- Fraud/ Travel Fraud (TDY and TAD)
- Fundraising (Improper)
- Gifts (Improper)
- HIPAA Violations
- Improper Referral for Mental Health Evals
- Mismanagement (Significant Cases)
- Misuse of Official Time, Gov't Property, Position and Public Office
- Political Activities
- Procurement Issues
- Purchase Card/Travel Card Abuse
- Safety/Public Health (Substantial/Specific)
- Systemic Problems
- Time and Attendance (Significant Violations)
- Waste (Gross) and Abuse

The DoD website will identify established grievance processes/procedures.

Step 2: Review the Frequently Asked Questions.

Who may use the Hotline?

Anyone can file a hotline complaint.

What issues should you report to the Hotline?

You should report any issue identified in Step 1 or on the DoD website. Please report minor violations to your chain of command.

To whom do I report my issue?

In addition to the chain of command, legal staff, union representative, the chaplain, human resource personnel, and the equal opportunity advisor, you may seek assistance from any of the points of contact shown in Step 4.

Is there a time limit to file a complaint?

Generally, you should submit your complaint within 90 days of the date the alleged wrongdoing occurred. However, we will consider complaints over 90 days old if you can demonstrate you were unable to meet the time requirement due to extraordinary circumstances or unforeseen delays.

How do you submit a hotline complaint?

We encourage you to submit the allegation(s) in writing by e-mail, letter, or using the online complaint form. Our experience has shown that written complaints are more organized, provide more detail and are less emotional.

Can I remain anonymous or request confidentiality?

You may remain anonymous, but we will not be able to contact you for more information. You may request confidentiality. The NHL Command Evaluation Officer (CEO)/IG staff will make every effort to prevent disclosure of your identity, but we cannot guarantee confidentiality.

How do you determine the status of your investigation or obtain a copy of the report?

Contact the CEO or IG office where you submitted your complaint. While the investigation is ongoing, we can only tell you whether the case is open. Once the investigation is closed, the CEO or IG office where you submitted your complaint will send you a letter to inform you that your allegations were substantiated or unsubstantiated.

If you wish to obtain more information about the case, you may submit a request under the Freedom of Information Act to the IG office that conducted the investigation to obtain a copy of the report.

Step 3: Prepare to submit your hotline complaint.

If you have determined the issue is appropriate for an IG investigation, gather the information you will need to submit your complaint.

An IG Investigator will ask you to provide the following information:

Who...Service member's or employee's full name, rank/grade, and duty station.

What...Specific wrongdoing and why you believe the activity was misconduct, to include the rule, regulation or law you think they violated.

Where...Location where the wrongdoing occurred.

When...Specific dates and times.

How much... Estimated dollar loss.

Why and how...Describe why and how you believe the individual perpetrated the offense.

What you have done to try to resolve the issue.

What you want the Investigator to do.

Remember, the more detailed information you provide the better we can assist you.

Step 4: Contact your local POC or Inspector General personnel for assistance or to file your complaint.

NAVAL HOSPITAL LEMOORE

Hotline: 1-559-998-1138

Toll Free: 1-877- 862-0252

E-mail address:

hotline@nhlem.med.navy.mil

Command Evaluation Officer
Barbara Rustad

Navy Medicine West

Toll Free: 1-877-479-3832

E-mail address:

nmwestmedig@nmwest.med.navy.mil

NAVAL INSPECTOR GENERAL

Toll Free: 1- 800- 522-3451

Fax: 1- 202- 433-2613

E-mail address:

navigotlines@navy.mil

Website:

<http://www.ig.navy.mil>

DoD INSPECTOR GENERAL

Toll Free: 1- 800- 424-9098

E-mail address:

hotline@dodig.osd.mil

Website: www.dodig.osd.mil/hotline

Report the following to the DoD Inspector General:

- Suspected Threats to Homeland Security
- Unauthorized Disclosures (Leaks) of Classified Information
- Fraud, Waste & Mismanagement
- Military Whistleblower Complaints



Naval Hospital Lemoore

4-Step Hotline Complaint Procedure



Naval Hospital Lemoore's Hotline provides an opportunity to report significant cases of fraud, waste and mismanagement.