

## **CIVIL AIR PATROL COMPLAINTS PROGRAM**

The Civil Air Patrol Complaints Program is intended to create an environment where complaints, grievances and misunderstandings can be resolved. The Complaint System is a last resort management tool. Every effort should be made to satisfy complaints and grievances at the supervisory or command level where they occur. While the opportunity always exists to elevate issues to the IG and even to Congressional levels, CAP personnel should be aware that allegations are investigated at the level where they occurred. The same person who could or should have originally answered the complaint is usually tasked to do so from a higher level.

In other words, if a squadron member has a complaint or grievance or suspects a fraud, waste or abuse problem exists, he/she should bring it to the attention of the unit commander. If the problem directly involves the commander, then take it to the next higher commander (i.e. group commander). The first person to contact is NOT the IG, a member of congress, the governor or the CAP National Commander. Quite often the perceived problem is just a misunderstanding and can be easily corrected or explained.

Allow some time once you have contacted the commander. The commander may only devote two or three evenings per week to the CAP. Remember, he/she is a volunteer too and has many other obligations outside of CAP. If it appears nothing is being done after a reasonable period of time, you may want exercise your rights and responsibilities under the complaints system.

There are exceptions to this. Allegations of sexual harassment or abuse, verbal or written, will be immediately reported by the unit commander to the wing or region commander, who in turn will immediately report it to NHQ CAP/GC. Incidents and complaints regarding alleged discrimination or discriminatory practices will be reported promptly to the wing or region commander, who shall immediately report the incident to CAP Equal Opportunity Officer at NHQ (CAP/EXI). In incidents or complaints regarding an alleged hostile environment, unit commanders will immediately report the allegation to the wing commander, region commander, or inspector general.

Once you have decided to contact the IG, you should refer to CAPR 123-2 to determine if your concern or grievance meets the definition of a complaint. If it does, you should follow the steps for "Complaints Submission" outlined in CAPR 123-2.