

**APPENDIX A**

SERVICES REFLECTED HEREIN MAY NOT BE AVAILABLE. Levels of Service; their frequency, quality, quantity and timeliness are influenced by the installations' funding posture and changes from higher headquarters. Customers will reimburse for all services above Common Levels of Support (CLS) in accordance with DODI 4000.19 for any service that ". . . increases the support supplier's direct costs (i.e., incremental direct cost). Costs associated with common use infrastructure are non-reimbursable, except for support provided solely for the benefit of one or more tenants. . ." Reimbursable costs may include but are not limited to overtime for Garrison employees, actual cost of contract support or any other incremental direct costs to provide services beyond the common level of support for a tenant or other customer.

**NOT UNDER COMMON LEVEL OF SUPPORT**

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**COMPLAINT AND ASSISTANCE SERVICE**

**Inspector General (IG)**

**Beginning in 2009/2010, the Military District of Washington will be staffing the Fort Meade Army Inspector General Office**

**Building 219**

**Call 301-677-7393 for appointments**

**Service Description:** Provide IG assistance IAW AR 20-1 and as local area IG to receive, process and inquire into IG complaints or requests for assistance.

**Common Level of Support:** Manage and resolve IG complaints and/or assistance requests on behalf of the Installation/Garrison Commander or other Commanders requesting IG support through the Installation/Garrison Commander.

Receiver base for Assistance is soldiers, other joint service military members, DA civilians, family members, retirees, and others who seek help with problems related to the U.S. Army, when established redress processes have failed.

Hours of operation 0730-1600, Monday through Friday (excluding holidays).

**Receiver Responsibilities:**

Make requirements known and comply with Supplier directives, policies, and procedures.

IGs with an installation support mission do not provide a Common Level of Support.....Our support to the garrison and tenants is determined IAW AR 20-1...provided on a geographic basis.