



DEPARTMENT OF THE NAVY

UNITED STATES NAVAL ACADEMY

121 BLAKE ROAD

ANNAPOLIS, MARYLAND 21402-5000

USNAINST 5370.5C  
28/CE

DEC 16 2009

USNA INSTRUCTION 5370.5C

From: Superintendent

Subj: HOTLINE PROGRAM

Ref: (a) SECNAVINST 5370.5B  
(b) USNAINST 5200.5B  
(c) Naval Inspector General Investigations Manual  
(d) U.S. Navy Regulations 1990  
(e) SECNAVINST 5430.92B

1. Purpose. To implement the provisions of reference (a) by establishing policies and procedures for the management, coordination, and operation of the Naval Academy Hotline Program.

2. Cancellation. USNA Instruction 5370.5B

3. Background. Reference (a) establishes the Department of Navy (DON) Hotline Program and outlines responsibilities for the operation of the Department of Defense (DOD) and DON Hotline Programs. Reference (b) assigns the Command Evaluation Officer responsibility for overseeing command procedures, policies and daily practices for the early detection of unfavorable circumstances or trends that could result in criticism of the command by external agencies.

4. Definitions

a. Hotline: The purpose of the Hotline Program is to receive allegations of fraud, waste, and mismanagement when the chain of command has been unresponsive, or the complainant fears reprisal resulting from the submission of his or her allegations.

b. Investigation: Any form of examination into specific allegations of wrongdoing as detailed in reference (c).

5. Policy. The Naval Academy fully supports the DOD/DON Hotline Program. References (d) and (e) require military and civilian personnel to report suspected wrongdoing to proper authority. The chain of command is the preferred reporting mechanism because it reinforces chain of command primacy and allows problems to be addressed at the lowest level. The Hotline Program provides an alternative to the chain of command when a complainant reasonably fears reprisal or believes the chain of command has been unresponsive.

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## 6. Responsibilities

a. The Command Evaluation Officer is responsible for:

(1) Overall management of the U.S. Naval Academy Hotline Program and for assigning the action officer for investigation of Hotline complaints.

(2) Ensuring the confidentiality of all Hotline cases.

(3) Receiving all Hotline complaints; briefing the Superintendent; recording the DOD, DON, and internal control numbers and the name of the action officer assigned; and maintaining a tickler file to ensure timely action on complaints.

(4) Ensuring all investigations are completed per the guidelines of references (a) and (c).

(5) Maintaining all correspondence files of completed Hotline cases.

b. All management officials are responsible for:

(1) Protecting the confidentiality of reports of possible fraud, waste, and mismanagement made directly to them.

(2) Promptly reporting Hotline complaints to the Command Evaluation Officer.

(3) Taking corrective disciplinary or administrative action as required against offenders.

c. Action officers are to provide copies of all correspondence relative to a hotline complaint and investigation reports to the Command Evaluation Officer.

d. All Naval Academy employees are responsible for:

(1) Reporting suspected cases of fraud, waste, and mismanagement to their supervisor; Command Evaluation Officer at 410-293-1632, DSN 281-1632, or e-mail goldberg@usna.edu; Navy Hotline (800-522-3451); or DOD Hotline (800-424-9098). All reports will be handled in confidence.

(2) Ensuring adequate documentation supporting the complaint is provided to enable the Hotline official to properly investigate the allegation.

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J. L. FOWLER

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All Non Mids (electronically)