



OFFICE OF INSPECTOR GENERAL

DEPARTMENT OF DEFENSE
4800 MARK CENTER DRIVE
ALEXANDRIA, VIRGINIA 22350-1500

January 20, 2026

MEMORANDUM FOR DIRECTOR, WASHINGTON HEADQUARTERS SERVICES
CHIEF EXECUTIVE OFFICER, ARMED FORCES RETIREMENT
HOME

SUBJECT: Evaluation of the Processing of Complaints Related to the Armed Forces Retirement Home (Project No. D2026-DEV0HB-0037.000)

The purpose of this memorandum is to notify you that we plan to begin the subject evaluation in January 2026. The objective of this evaluation is to assess the effectiveness with which the Washington Headquarters Services (WHS) and Armed Forces Retirement Home (AFRH) received, processed, and addressed hotline complaints related to AFRH administration and personnel, in accordance with DoD and agency policies and procedures. We may revise the objective as the evaluation proceeds, and we will also consider suggestions from management for additional or revised objectives. We plan to perform this evaluation in accordance with the Council of the Inspectors General on Integrity and Efficiency “Quality Standards for Inspection and Evaluation.”

We will perform this evaluation at the relevant offices of the Washington Headquarters Services and Armed Forces Retirement Home. We may identify additional locations during the evaluation.

We request that you designate two points of contact for this evaluation within 5 days of this memorandum. One point of contact should be a government employee—a GS-15, pay band equivalent, or military equivalent—who is knowledgeable of the processing of AFRH hotline complaints. The second point of contact should be a member of the Senior Executive Service or a General/Flag Officer who is familiar with the processing of AFRH hotline complaints and who would serve as a point of engagement with DoD Office of Inspector General senior leaders, if necessary. Send each contact’s name, title, grade/pay band, phone number, and email address to [REDACTED]

The Inspector General Act of 1978, 5 U.S.C. §§ 401-424, as amended, authorizes us to have access to personnel and materials as we determine necessary to perform our oversight in a timely manner. You can obtain information about the DoD Office of Inspector General from DoD Directive 5106.01, “Inspector General of the Department of Defense (IG DoD),” April 20, 2012, as amended, and DoD Instruction 7050.03, “Office of the Inspector General of the Department of Defense Access to Records and Information,” March 22, 2013, as amended. Our website is www.dodig.mil.

If you have any questions, please contact

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