

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
33607	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	1/29/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	29 Jan 10 Soldier has requested my assistance with changing her physical training time to the morning session due to her medications.SPC (b)(6) states that she is taken 23 different medications and that at least half of them state that they may cause drowsiness.
33849	Army National Guard	West Point	Complaint Against WTU Chain of Command	3/16/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	A bit of history regarding the soldier. The soldier was first assigned to WRAMC and was then transferred to the CBWTU MA.. Soldier has a history of being non compliant and argumentative with this CoC. Soldier currently is assigned to the West Point WTU and contacted me regarding the issue that his PLT SGT would not grant him a leave or pass. Soldier feels as though his PLT SGT is trying to "fry him" and is not treating him fairly.
33901	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	1/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier presented with the concern of the Cadre within his Company(C Co WTU). Soldier states he has observed (and experienced) Cadre talking to Soldier in a demeaning manner with the usage of profanity included. Soldier states it appears to him, that the main focus of the Cadre are those trips and Extra Curricular Activities that are put on by different Agencies (i.e. Basketball and Football Games, Fishing Trips, Hunting and etc.) for the WT Soldiers. Soldier goes on to say, it is his belief that the Cadre should be given classes/training on gaining knowledge of the Medical Process which will assist the WTs in navigating through the System.
33938	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	1/21/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier wants to know why he is still here at the WTU. Soldier states he is not receiving medical treatment other than medications. He states he has received his TDRL rating of 80%, and he alleges he was told he would leave in the month of December

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34048	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	1/11/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier stated the 1SG of his company was very threatening at a training session. The 1SG provoked him by calling him a liar in front of the entire battalion. Soldier stated he was offended so he told the 1SG not to call him a liar. The 1SG did it a second time so the Soldier was enraged and an altercation started. Soldier stated he was detained by fellow Soldiers, but the 1SG was wrong when he provoked him. Soldier stated he will bring supporting documentation at a later date
34232	Army Reserve	Fort Belvoir	Complaint Against WTU Chain of Command	2/5/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier states he was deployed to Iraq in Sep 08. Soldier states while in Iraq he re-aggravated a previous injury, and was evacuated to Kuwait for treatment and care. Soldier states it wasn't until Feb 09 that he was evacuated to Landstuhl, Germany, and then to Walter Reed Army Medical Center (WRAMC). Soldier states, in May 09, he was transferred to WTU, Ft Belvoir. Soldier states he was seen at Bethesda Naval Medical Center and was prescribed medication for his injuries, as well as a profile stating Soldier was assigned to quarters for two weeks. Soldier alleges his CoC is violating Soldier's profile by making him attend a behavior health evaluation, and a drug rehabilitation program. Soldier alleges Chain of Command (CoC) is insensitive to medical needs.
34399	Army Reserve	Fort Eustis	Complaint Against WTU Chain of Command	3/31/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	(b)(6) requests a different Nurse Case Manager.
34623	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	3/16/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	(b)(6) requests assistance with getting a new Platoon Sergeant.
34684	Active Army	Fort Jackson	Complaint Against WTU Chain of Command	3/3/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	On 22 Feb 10, SPC (b)(6) contacted me requesting assistance with his complaint against the COC. SPC (b)(6) states that his Squad Leader, SSG (b)(6) is requiring him to come and sit in the company area all day because he had missed several appointments. However, the Soldier states that he has TBI and has difficulty remembering.

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34688	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	3/5/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier feels he is being harassed by his squad leader. He states his squad leader was listening to a conversation between him and another party and used that against him; his squad leader went to the barracks room to find he had very few belongings there and has been questioning him consistently reference his living accommodations; he also feels the squad leader is following him or having him followed. Soldier wants this perceived harassment to stop.
34691	Army National Guard	Fort Eustis	Complaint Against WTU Chain of Command	3/11/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	SPC (b)(6) requests a different Platoon SGT. SPC (b)(6) states that his PSG, SFC (b)(6) is harassing him, does not follow through, and his father is concerned that he is not being treated fairly.
34740	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/24/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	chain of command- Soldier reports that his chain of command called him in and yelled and screamed at him, calling him a "shitbag" and saying that since his injuries were a result of a (b)(6) (b)(6) they have no sympathy and no compassion in respect to his needs. Feels he is being treated unfairly by Command. Is currently in rehab and wants to see someone when he returns about the way he is being treated. Action/Resolution: 24 Mar 2010- Contacted Bde Cdr who states that BDE CSM will see Soldier when he returns. Advised Soldier of this and followed up upon return to ensure this is in place.
34826	Army National Guard	Fort Dix	Complaint Against WTU Chain of Command	4/6/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier was involved in a bicycle accident on 4/1. Soldier went home on Easter break and could not make it back before formation on Monday 4/5 due to dizziness and confusion. Soldier stated that he did make telephonic contact with his SQD LDR and told him the situation. The soldier also went to the ER and sent his CM scanned copies of the report. Soldier felt as though it would be dangerous to drive and was requesting a one day extension which his SQD LDR denied.

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34944	Active Army	Fort Carson	Complaint Against WTU Chain of Command	1/12/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	SM's Father emailed for assistance for his son who was in an in-patient status. Contacted Soldier and he requested assistance with C2. He feels as though he's being harassed. Soldier would resolve to transfer within the same platoon.
34946	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	1/13/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	dier presented with the concern of wanting to be granted permission to seek (Civilian) employment. Soldier states he is expected to be released from the WTB around 23 Jan 10. Soldier states because he is a National Guardman, he would like to start seeking employment to support himself and his Spouse. Soldier goes on to say, he believes that due to some underlying factors, (Domestic Problems)he is being placed on duty all day when he has no scheduled appointments. Soldier adds, his Platoon Sergeant (b)(6) denied him permission to seek employment and stated he can do that after hours and on the weekends. Soldier feels this is not fair, because there are no employers around after 1600 hrs nor on the weekends to talk to or interview personnel.
34954	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/11/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 11 February, 2010: Soldier request assistance with his CoC. Soldier states his 1SG informed him that she planned to recommend him for UCMJ actions because he missed two 0900 formations. Soldier states he did miss the formations, but it was because of a change in his medication, that he is now taking, that was prescribed by his PCM. Soldier states he told his PS about the new medication and the trouble he was having waking up on time to make the 0900 formations. Soldier states PS did not tell the SL so the SL gave him counseling statements for missing the formations. Soldier states when he mentioned it to his PS, she told the SL about his medication, but the SL wrote him up any ways and gave the counseling statements to the 1SG. Soldier states he feels he should not get an ART 15 because the new medication caused him to over sleep and also, the fact that he informed his CoC of his sleep problem

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34969	Active Army	Fort Drum	Complaint Against WTU Chain of Command	2/26/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	M said he received an FTR counseling because he was unable to respond to his SL's 2 phone calls after taking a new medication, fell asleep in his car and missed 1st formation. SM said he did not agree with the recommendations in the counseling and felt they were a reprisal for him coming up hot on a urinalysis twice. I met with SM's SL and PSG and they showed the counselings that said SM was 2 report every 2 hours even on weekends to the CQ, restricted to the billets, unit area, DFAC, MELFAC, place of worship or place of duty. SM had responded that the POA did not fit the action/infraction he had done. On 26 Feb 10 there was another meeting with COC and 1SG suggested that SL change counseling to have SM report at 0600 during work call days and SM would then be taking his meds after he was accounted for and had reported. The SM agreed to this counseling and said this was more appropriate and he had no problems complying with the POA.
35168	Active Army	Fort Drum	Complaint Against WTU Chain of Command	2/19/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	19 Feb 10 SM is concerned that his COC is punishing him after false accusations from his wife who SM said withdrew \$10,000 from their bank account and left him with only \$23 to live on. SM said they are going through a divorce, she had accused him of threatening her and kids and drinking while he was actually being seen at the Emergency room. SM said he has graduated from a Rehab program and has been clean for over 2 and a half months. Soldier said he would like the COC to get his story and not restrict him to the billets and give him extra duty. SM said he was a crew chief before coming to the WTU and suffers from TBI after an RPG attack that hit his helicopter in Iraq and even after making SGT had a series of negative/irresponsible incidents that he has already been punished for.
35173	Active Army	Fort Carson	Complaint Against WTU Chain of Command	2/23/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier felt that he is being harrassed by cmder because he is high risk, and also being sent to ASAP for no reason. Soldier stated ASAP said he doesn't need to be there.

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35228	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	1/20/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	oldier stated that she came to the WTB as a squad leader. She was put on the duty roster as a squad leader. When her status changed as to a platoon sergeant, she stated her status was not changed. Platoon sergeants were not required to pull duty until January, 2010. Soldier stated that she should not have come up on the duty roster this early. Soldier stated that she doesn't mind pulling duty, she just wants it to be done fair and she feels it has not. She went to her 1SG reference the matter. The 1SG took it to the CSM, but the CSM stated that there was nothing done wrong and it was his roster and it was going to stay that way even though the Soldier could prove that it was not being done according to regulation.
35230	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	1/20/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier stated that he is very stressed dealing with his current platoon sergeant. He has been in his platoon since August, 2009 and has been stressed since day one. Soldier stated the platoon is constantly belittling him. He had recent knee surgery and platoon sergeant wanted him to be the Commander's driver. Soldier tried to tell him that getting in and out of a vehicle would be stressful on his knee, but the platoon sergeant would not listen. Soldier stated when he arrived to the WTB in May, 2009, he was taking a full course load. This was fine with his former platoon sergeant, but when he moved to his current platoon, the platoon sergeant stated that he needed to have a job in addition to going to school. Soldier currently attends classes on campus from 0800-1330 and he does not have time to have a job in addition to going to his appointments. Soldier stated he had even requested to be returned to duty after numerous attempts to be moved to another platoon, but he was denied that as well. Soldier's nurse case manager suggested he contact the Ombudsman and get assistance.
35290	Active Army	Fort Knox	Complaint Against WTU Chain of Command	3/17/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier with allegation against C2. Soldier stated medical information was given to ex-spouse by chain of command without her consent.

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35368	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	1/26/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier presented with the concern of not being treated fairly by his Platoon Sergeant (SFC (b)(6)) and Squad Leader (SSG (b)(6)). Soldier addressed two separate occasions: (1) On 19 Jan 10, Soldier states he put in for a (4) Day Pass (23-26 Jan 10), which was denied on 20 Jan 10; without an explanation. (2) Soldier states he was given a Direct Order, to move from one Barracks area (1st Floor) to another area (same building; 2nd Floor). Soldier states he requested permission to move at a later date due to the fact he was not feeling well, but his request was denied. Soldier states (because it was raining) he requested to wait until it stopped, but was again denied. Soldier goes on to say, he requested assistance in helping him move, and that too was denied. Soldier states he follows and obeys all instructions and guidelines because he is requesting the CBWTU-PR and does not want anything to interfere with that process.
35416	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	3/3/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier request assistance getting an appointment to see the Battalion Sergeants Major. Soldier states the BN CSM instructed his CoC to get a letter form his PCM verifying if the medication Soldier is taking can alter his thinking process. Soldier states CSM told his CoC to do that three months ago. Soldier states his CoC has not contacted his PCM. Soldier states the CSM made the request because when Soldier went to the Promotion Board he felt the medication he was taking had an effect on him not being able to remember the answer to questions he knew he could answer. So, CSM wanted that statement before he made a final decision on Soldier's Borad performance. Soldier states after his CoC did not get the statement from his PCM, he asked to see the BN CSM. Soldier states three weeks passed and no one in his CoC responded to his request. So, he is requesting assistance from the Ombudsman.

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35536	Other	Fort Hood	Complaint Against WTU Chain of Command	1/19/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	chain of command/quality of care- Soldier's cadre and CM have concerns about the symptoms of this Soldier (memory, migraines, and associated TBI type) and the fact that he is being chaptered out of the Army on a 5-17 without the proper workup for TBI. States Soldier was hit by 2 x4 in BCT and was hospitalized for 2 months and has had psych condition since. Feels command is rushing to push him out on a chapter 5 without proper eval. Action/Resolution: 19 Jan 2010- Contacted Dr (b)(6) TBI chief, who reviewed records and feels he warrants a second look.
35550	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	1/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	: Soldier stated that the squad leaders are using intimidating language to him and other Soldiers. They are always trying to compare situations of other Soldiers to him which Soldier feels is unfair
35554	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	1/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	oldier stated the 1SG of his company was very threatening at a training session. The 1SG provoked him by calling him a liar in front of the entire battalion. Soldier stated he was offended so he told the 1SG not to call him a liar. The 1SG did it a second time so the Soldier was enraged and an altercation started. Soldier stated he was detained by fellow Soldiers, but the 1SG was wrong when he provoked him. Soldier stated he will bring supporting documentation at a later date

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35560	Army Reserve	Fort Drum	Complaint Against WTU Chain of Command	1/11/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	SM with COC present and showed SM that IAW AR title 10 SMs (USAR/ARNG) are prohibited from renting/leasing housing while mobed. Also informed SM that DFAS was not going to compensate SM for moving family, such as for transportation or BAH. SM asked about changing HOR and zipcode for purpose of receiving a \$200 raise in BAH. Again informed SM that HOR is determined at enlistment/Reenlistment and can only be changed if there is substantial evidence that an error was made at that time and then HRC makes the change using source documents. As SM was only temporarily attached his doctor would let the COC know when he could be assigned/RTD/REFRAD or moved to a CBWTU. The SM's PSG also counseled SM that he will be living in the billets and if his wife still wanted to move to the Ft. Drum area that she would have to sign any leases and not the SM.
35784	Active Army	Fort Huachuca	Complaint Against WTU Chain of Command	2/11/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	oldier has been issued a DA2627 Record for Article 15 proceedings for failure to comply to medical appointments, soldier feels that the way the unit handled the whole situation for this action is over exaggerated and feels that she is targeted by the WTU Command to be an example on this punishment. Soldier was never counseled on DA 4856 of any wrong doing prior to the day of the questioning and told that her actions that occurred two months ago why didn't she be advised prior to this. Soldier would like to speak to the Hospital Commander and SGM but would like for the ombudsman to set it up for her she doesn't trust the WTU Chain of Command.
35833	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	1/27/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier afraid that he will receive UCMJ. Soldier states that he blacked out and does not recall what happened. Soldier alleges that BH Doctor told Soldier that he gave him medications that did not mix well. Soldier is requesting that BH Doctor provide a memo that will indicate that his behavior was a result of the medication error.

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35876	Active Army	Fort Hood	Complaint Against WTU Chain of Command	2/22/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Chain of command/transportation/medical equipment/barracks/promotion. - Soldier was (b)(6) (b)(6) (b)(6) recently informed that LOD was "no". Is requesting to see the III Corps Cdr to reverse decision because he was just discharged from (b)(6) inpt psych the day before the incident and had been treated numerous times for PTSD and severe depression. Had asked for substance abuse treatment and was denied. Also, states that there is no transportation on weekends in WTU and feels this needs to be fixed. He
35901	Active Army	Fort Drum	Complaint Against WTU Chain of Command	3/5/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	5 Mar 10 SM said he was previously allowed to enroll in college classes ONLINE with ITT Tech by his former PSG and he used his GI BILL to do so. However, SM said halfway through the courses he is failing because he has to disenroll. He said because the COC and his new PSG said he could not take classes anymore and he has been put on restriction and forced to spend most of his time sitting in the "Cold Storage" (Co area). SM said he is there from after 1st formation at 0700 until the COB formation then he goes to Extra Duty at 1800 until 2300. SM said he only leaves for appointments or for lunch. He would like the COC to give him time so he could do his courses with ITT Tech and not have to disenroll.

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35903	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	3/12/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier presented with the concern of being given (2) Counseling (Neg) Statements in on day. Soldier states he was pulled from his job (Library) in EAMC to pull Desk Duty at the BN. (1)Was written up because he told his Squad Leader (SSG (b)(6)) that he was going to lunch at 1200 and they got into a heated argument. Soldier states he has been diagnosed with PTSD and is on all types of meds to control his mood swings, therefore, the discussion got out of control. (2) Soldier states his second Counseling Statement was because he had signed up for an Event (that was put on by one of the Churches in the area) that was taking place on that evening, but was not able to attend because he had a flat tire and had no means of transportation.
36024	Active Army	Fort Jackson	Complaint Against WTU Chain of Command	5/12/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Action/Resolution 24 May 2010: Met with the Soldier's 1SG to discuss the issue. The 1SG agreed to look into the matter and will address the matter appropriately.
36028	Active Army	Fort Riley	Complaint Against WTU Chain of Command	5/25/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	SGT (b)(6) reported that she feels that her 1SG is pushing for her to get an Article 15 in retaliation for the soldier successfully fighting to be moved to a different barracks room.
36032	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	5/25/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Action/Resolution 24 May 2010: Met with the Soldier's 1SG to discuss the issue. The 1SG agreed to look into the matter and will address the matter appropriately.

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36138	Army Reserve	Fort Campbell	Complaint Against WTU Chain of Command	5/11/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>UE/RESOLUTION: 7 May 2010 a MULTI-D was held with the Soldier, the following personnel were present, CSM (b)(6) OMB (b)(6) CPT (b)(6) SSG (b)(6) SFC (b)(6) SFC (b)(6) SSG (b)(6) and MSG (b)(6) MULTI-D was held because the Soldier made some statements to the CG in a town hall meeting that was not true.
Soldier stated to the CG that the WTB CSM was trying to Bribe him to REFRAD. Soldier asked at that time if he could tape the meeting, OMBIE stated NO and CSM stated NO that would not be allowed.

RESOLUTION: MULTI-D was held on 7 may 2010 at 0800 in the WTB conference room. CSM had ask the Soldier if he made such statements to the CG and Soldier stated that he
did. CSM ask why he would make a statement like that when he said no such thing. Soldier
stated that when CSM had him in office on the 6 May 10 that is what he understood from the CSM.
CSM asked the other NCOs if that is what he had said and they stated NO. CSM stated to the Soldier that he has an integrity problem. Soldier was also asked if he would sign a release for to allow</p>
36154	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/1/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>WTU chain of command- Soldier reports that squad leader is out to get him and wife reports that command is not assisting them despite having 2 EFMP children and 2 other kids and wife needing surgery. States husband is not allowed to babysit so she can go to appointments and was told to take kids to formation, although this is against commander's policy. Wife went to chain of command about issues and Soldier was written up and told to write a 1500 word essay on how he would control his wife better.
Action/Resolution: 1 Mar. 2010- Contacted Bn CSM and advised of situation. She states Soldier refuses to register for day care and they don't make medical appts even when Soldier is released to babysit. State they refuse to participate in financial counseling. She will talk to leadership about counseling on control of wife. Advised Spouse to talk to CSM if they have further miscommunication with chain of command</p>

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36268	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	1/7/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 7 Jan 10 CPT (b)(6) requests a meeting with her Behavioral Health Provider Dr. (b)(6) her Nurse Case Manager CPT (b)(6) her Squad Leader SSG (b)(6) the Commander CPT (b)(6) and the Ombudsman. CPT (b)(6) states that she is tired of explaining her fear of large groups and Domineering Men for why she is not able to make Company Formations. She believes a meeting with the above stated personnel will prevent her from further distress.
36361	Active Army	Fort Drum	Complaint Against WTU Chain of Command	4/16/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	16 April 10, Issue, Action, And Resolution, SM stated that he missed an appointment and his Squad Leader put him on restriction. Called the PSG, he stated the SM isn't on restriction. He hasn't been showing up to his place of duty and he has been lying about it. For corrective training he has the SM calling in before and after every appointment, when not at appointment he must stay in the unit area for accountability. This is with in Reg.
36427	Active Army	Fort Riley	Complaint Against WTU Chain of Command	5/18/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Wednesday 26 May 2010 I met with CPT (b)(6) He told me that SSG (b)(6) [finally] being moved out of 4th platoon to the RTD Platoon. This move should take place on or about 01 June 2010.
36453	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	2/19/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	10 SPC (b)(6) requests my assistance with informing the Chain of Command about his sleep disorder. SPC (b)(6) states that he has been missing formation due to the medications that he takes and that lately his sleep disorder is getting worse.
36462	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	2/22/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier request assistance with his CoC. Soldier states on 12 February, 2010, his CoC informed him he would REFRAD. Soldier is in the appeal process of his MEB and request to remain in the WTB until his MEB process is complete. Soldier's CoC (Company Commander) tried to REFRAD him earlier, but I spoke to the Battalion Commander and the decision was made to allow Soldier to remain in the WTB until his NARSUM was signed.

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36602	Active Army	Fort Jackson	Complaint Against WTU Chain of Command	5/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: On 20 May 2010, PFC (b)(6) came to see me regarding a complaint he had concerning his squad leader, SSG (b)(6). PFC (b)(6) alleges that SSG (b)(6) singles him out on a consistent bases and belittles him at every opportunity. He is requesting to be moved from her squad and that the higher level COC is made aware of her conduct.
36604	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	5/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier request assistance with his CoC. Soldier states his Squad Leader gave him a counseling statement for being late for formation. Soldier states his corrective training for being five minutes late is: Sign in every two hours beginning 22 May, 2010, on the weekend and holiday, to be evaluated after 30 days. Soldier states he feels the corrective training is a punishment.
36606	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	5/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 26 May, 2010: Soldier request assistance with his CoC. Soldier states he asked his Squad Leader and Platoon Sergeant for a copy of his counseling packet. Soldier states they both refused to give him copies of his counseling packet.

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36627	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/2/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>oldier states her squad leader is telling her the unit can work her anyway they want to. The unit can break up an 8 hr duty day as they please. Unit sent her to ASAP because she was positive on a UA. The unit didn't tell her who she needed to see, resulting in her being given the run around. As it turned out Soldier feels this could have been prevented had the unit checked her prescribed medications. She was cleared by the medical review officer. Her squad leader is telling her she needs to find facility closer to FT. Hood to manage her pain, because it takes too long to go to Austin. The TMP is providing the transportation for these medical appointments because the Soldier must have a driver to drive her home after each treatment. She also wants her civilian pain management provider to be her sole provider. She does not want (b)(6) WTB provider to be her sole provider.</p> <p>Action/Resolution: After conferring with another Ombudsman, (b)(6) telephone call was made back to the Soldier. Soldier was informed that she needs to attempt to use the open door policy and discuss the matter with her chain of command and give them the opportunity to resolve her concerns. If this fails to resolve her issues, she should come back to see us. The WTB CofC would like the opportunity to resolve issues before engaging the Ombudsman.</p>
36662	Active Army	Fort Riley	Complaint Against WTU Chain of Command	4/13/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Action: On 21 May 2010, (the Company Commander and 1SG are both currently TDY) I addressed PFC (b)(6) concerns with his Platoon Sergeant, SSG (b)(6) SSG (b)(6) stated that he had called 1SG (b)(6) already and discussed with his PFC (b)(6) issues with SSG (b)(6) 1SG (b)(6) had SSG (b)(6) remove PFC (b)(6) from SSG (b)(6) squad temporarily and PFC (b)(6) is to report to SSG (b)(6) directly until 1SG (b)(6) returns and a permanent solution is made. When 1SG (b)(6) returns I will discuss with him PFC (b)(6) concerns and find out what his resolution will be to PFC (b)(6) concerns.</p>

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36723	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	4/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action 27 April 2010: The Soldier is complaining that his transition leave request was disapproved which will result in undue financial hardship. Contacted the WTB Commander and relayed the Soldiers concern. The Commander acknowledged the complaint and will make a determination.
36747	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/13/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 12 May, 2010: Soldier request assistance getting a copy of his 274 (request for assignment to the WTB) from his CoC. Soldier states he asked the Battalion Commander and was told he could not get a copy of it. Soldier wants to know why he can not have a copy of his 274.
36791	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	4/15/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 4/15 is having issue with the company and letting him know when classes are. They won't sign his leave for an event in Charlotte, SC. He has a sexual harassment class he has not attended. He got the race track to change tickets.
36889	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	1/25/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	WT is concerned that the Cadre of Bravo Company is not sensitive to the medical conditions and needs of the Soldiers in the WTB. Claims the Cadre tell him that his (Cadre's) wife has the same illness and she doesn't have any issues. WT also claims the same Cadre informed the Soldier that he (Cadre) takes the same medication as the WT and it doesn't affect him the way WT claims it affects him. WT claims another Cadre told the formation "she is sick of excuses and not to (expletive) with her, because there is not any KY Jelly in this (expletive).
36966	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	4/20/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 20 Apr 10: LT (b)(6) request assistance with the following concerns: 1) Hostile work environment - due to threats and use of profanity 2) Denigration - due to being belittled in front of subordinates & family members LT (b)(6) stated that CPT (b)(6) unit is governed by threats and acts of intimidation. Soldier stated that profanity was unnecessarily used by CPT (b)(6) while being verbally counseled for being disruptive during a briefing. Soldier also stated that he was felt degraded by the presence of a junior Soldier in the office.

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36985	Active Army	Fort Sill	Complaint Against WTU Chain of Command	4/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE/ACTION/RESOLUTION 28 APR 2010: Soldier came into the Ombie's office very distraught. She wants to get out of the WTU as soon as possible. Her chief complaint was her PLT SG and SQL are picking on her for no reason. When I told her to give me some specifics she told me she is tired of repeating herself. Soldier stated she has already spoke with the Commander and 1SG, CSM, CMHS and others about her concerns. Ombie told her, she would speak with them and hear their side. Soldier is High Risk Soldier. Spoke with PSG who stated Soldier has consistently returned from a 3 or 4 day pass late. She has consistently disobeyed orders. She has been written up and counseled and she becomes very upset. The Soldier does not want to take any responsibility for her actions per the PSG. Ombie gave Soldier Resource phone numbers of agencies she can speak with if she needs to talk to someone. Issue Closed by Ombie but will continue to followup if needed.
37054	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	5/12/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: Soldier was referred to OMB by his Social Worker. Soldier was scheduled to PCS to Korea on 18 May 10. Soldiers squad leader change the date to leave on 13 May without telling Soldier. Soldier was schedule to see his family this weekend before he left to Korea.
37178	Army Reserve	Fort Carson	Complaint Against WTU Chain of Command	4/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	26 Apr 10, Issue . Soldier requested assistance in addressing C2 regarding his rigorous schedule on permanent CQ and the affects of sleep deprivation. Soldier requests to transfer to another company.
37213	Active Army	Fort Drum	Complaint Against WTU Chain of Command	2/3/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue, SM stated his SQ LDR forced his way into his room. Started getting in soldiers face about the SM room. The NCO stated that his dead roommate wont be there to clean the mess up. Had an initial meeting with 1SG. We will be setting up a meeting to get booth sides and a resolution. I emailed the CSM

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
37309	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	5/5/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 23 Apr 10- Chain of cmd- Soldier states his Cdr, Cpt (b)(6) has denied surgery on his knee despite it being on his initial entry upon medevac (Oct 09) along with psych diagnosis. Knee scan was done in Jan and it took 2 months to f/u with recommendation for surgery and since the board was started on 16 Feb and the policy is that no surgery can be done after that, he was denied. Is currently waiting for Psych NARSUM which he is being told may be 4-6 months so doesn't see why he can't have surgery in the meantime. Also, upset that command keeps denying his transfer to CBWTU. Also, states unit has done nothing to deal with his equipment in theatre. Action/Resolution: 5 May 10- Contacted Sr CM who states she doesn't know why but will get with his CM. Contacted DCCS who advised it needs to go back to board (LTC (b)(6) to determine surgery status. Surgery was approved by LTC (b)(6) and Cdr after review. Bde Surgeon advised no CBWTU transfer due to high risk and being in med board process. States was not previously recommended due to high risk status. Contacted Bde Cdr
37325	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 07 May 10: Soldier requested assistance with his UCMJ actions. Soldier states he is being read today for company grade article 15 for missing several appointments.
37472	Active Army	Fort Huachuca	Complaint Against WTU Chain of Command	5/3/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: Soldier has been placed on orders to transfer to Fort Sam Houston for follow on Medical Care, but told that he can't drive his POV due to the fact that he has been tagged as a high risk patient, soldier has never been told that he was a high risk patient especially when he just drove 4 hours from an emergency leave. Soldier feels that this has to do with the fact that he has to be escorted and the escort does not to be on the road for two to three days, soldier is being told that he cannot conduct a dity move but would have to do a POA for some else to release his house hold goods, and that he would need to store his own POV at his expense.

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37501	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	2/2/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	WT was injured during Basic Training at Ft. Sill, OK. Now assigned to the WTB. WT has concerns about the way his Platoon Sergeant talks to him and to other WTs. WT also feels that the Command is not sensitive to the fact that a lot of the WTs are on numerous medications and have difficulty waking up in the morning. Claims Cadre told him he could not drive his car or leave post. WT is not under UCMJ so does not know how a Cadre can confine him to post.
37507	Active Army	Fort Drum	Complaint Against WTU Chain of Command	2/3/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue action , SM stated one of his NCOs threatened him by saying he was going to punch him in the face. 1SG and I had an Initial meeting on this matter, there is more to follow.
37598	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/13/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 13 May 10: Soldier requested assists with finding out if his patient/provider rights have been violated. Solder states he asked the SFC (b)(6) PLT SGT) not be present during his visit with his provider. Soldier states that CoC has stated that someone would be present for his appointments. Soldier understands that he will be escorted to his appointments, but is concern about being told that his escort will be in the room when Soldier is being examined by provider.
37635	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	2/5/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier stated that his commander is making unprofessional comments reference his performance (referring to him as Specialist, and etc.). Commander was making these comments in the presence of other cadre and staff. He feels he is being overwhelmed with the myriad of duties he has been assigned. He states that his evaluation support form has been sent to the commander 3 times and his evaluation still was mediocre. Soldier is requesting assistance.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
37656	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/12/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 12 April, 2010: Soldier request assistance telling his CoC about an issue he has with another NCO in his Platoon. Soldier states an employee (b)(6) at the lodge where Soldier lives informed him that NCO was coming to the lodge and harassing other Soldiers. Soldier states he told the NCO what the employee said. Now, Soldier states the NCO has been treating him unfair and the employee denies ever telling Soldier anything about the NCO. Soldier states he informed the IG and his Squad Leader about the issue, but have not heard back from them.
37689	Active Army	Fort Drum	Complaint Against WTU Chain of Command	3/3/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue, Action, SM wanted to take a pass to see her son off to Marine boot camp. her PSG said no, she asked to use the open door policy and she got the run around.
37798	Active Army	Fort Drum	Complaint Against WTU Chain of Command	4/23/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 13 May 10: Soldier requested assists with finding out if his patient/provider rights have been violated. Solder states he asked the SFC (b)(6) (PLT SGT) not be present during his visit with his provider. Soldier states that CoC has stated that someone would be present for his appointments. Soldier understands that he will be escorted to his appointments, but is concern about being told that his escort will be in the room when Soldier is being examined by provider.
37800	Active Army	Fort Drum	Complaint Against WTU Chain of Command	4/23/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	23 April 10 Issue, SM stated that her Squad leader doesnt assist her in her needs. She feels that he looks for ways to get her in trouble.
37837	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	3/30/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 30 March, 2010: Soldier request assistance with his CoC. Soldier states he has an appointment with a Behavioral Health Doctor that has been scheduled for over a month. Soldier states he was told by his SL that he would not be able to go to the appointment because it will interfere with him in processing into the WTB. SL stated Soldier's previous unit should not have released him to the WTB until all of his appointments were taken care.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
37988	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/18/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	18 May, 2010 Issue: Soldier request assistance getting her last OER. Soldier states her OER was due October 2009. Soldier states she has requested assistance from her Rater, two Commanders, and her Senior Rater, but still have not received her OER. Soldier states her last day on Active Duty is 27 may, 2010. She would like to receive her OER before she gets out.
37997	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	3/17/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Received call from (b)(6) (Patient Relations Division) to assist with Soldier assigned to WTB. Soldier requested assistance with having his issues address through the chain of command. Soldier states that his chain of command is not concern about his issues.
38096	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	2/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	oldier has been issued a DA2627 Record for Article 15 proceedings for failure to comply to medical appointments, soldier feels that the way the unit handled the whole situation for this action is over exaggerated and feels that she is targeted by the WTU Command to be an example on this punishment. Soldier was never counseled on DA 4856 of any wrong doing prior to the day of the questioning and told that her actions that occurred two months ago why didn't she be advised prior to this. Soldier would like to speak to the Hospital Commander and SGM but would like for the ombudsman to set it up for her she doesn't trust the WTU Chain of Command.
38104	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/12/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier requested assistance with getting his lodging bill paid. Soldier states that he sign out on transition leave 8 Feb 10 but was informed by his COC that he could remain in lodging since he has medical appointments here at FT Bragg. Soldier states that he is now being told that has to pay the bill. Soldier understands that since he has sign out on transition leave that he can't remain in lodging but feels he should not have to pay the bill because he was misinformed by his COC.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
38389	Active Army	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	8/19/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>ISSUE 19 Aug 2010: Soldier came to my office for help with getting a LEVY briefing date at Ft. Irwin. Soldier was told he could just see the WTU S1 and they would give him a brief. I told the Soldier that if he was a LEVY brief at Irwin that I would contact the MEDDAC S1 at Irwin to find out a date and time. Asked the Soldier who told him this he said his Squad Leader.</p> <p>ACTION 19 Aug 2010: After explaining to the Soldier that it is his right to get a correct brief and to know what entitlements he will get for his family. I sent an email to the MEDDAC S1 to get the info he needs in order to receive a good brief. Told the Soldier to give me a couple of days to get an answer. Soldier shook my hand and said thanks.</p>
38521	Active Army	Fort Riley	Complaint Against WTU Chain of Command	7/9/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Thursday afternoon, 08 July 2010 ISSUE: "I'm having a problem with my squad leader." SPC (b)(6) wants to change squads, but remain in the same platoon. SPC (b)(6) reported that he wants to move from SSG (b)(6) squad to SSG (b)(6) squad. SPC (b)(6) reported that SSG (b)(6) started treating him differently after SPC (b)(6) used the Limited Use policy after he smoked THC. I went over to B Company. I met with SSG (b)(6) and the soldier. SSG (b)(6) told me that he would agree to take SPC (b)(6). I met with the CO, 1LT (b)(6). The CO told me that he would defer the decision to the 1SG. I met with 1SG (b)(6) and the CO (right before the 1600 formation). The 1SG seemed receptive to the idea, but did not say yes or no. PLAN: Tomorrow (Friday) is the IACH/BDE change of command pass and review ceremony, so everyone will be gone until at least after lunch. I will follow up with the 1SG after 1300 tomorrow (09/07/10).</p>

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38533	Army Reserve	Fort Belvoir	Complaint Against WTU Chain of Command	7/13/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Ombudsman receives case from MEDCOM concerning Soldier's issues within the WTU. Ombudsman receives call from Soldier 12 July 10, and in a very aggressive and profanity laced tone, Soldier states the following " I am being harassed by the 1SG and I have had enough. So now I want to see the Hospital CDR and/or the Hospital CSM because I want this stuff to stop." Soldier goes on to say " Now they want to give me a counseling statement for something I didn't do." Ombudsman asks Soldier to come in to discuss his issue and Soldier states " No. I will not come near that Bldg because I don't want to be near the 1SG." Ombudsman explains to Soldier that he can't go to the Senior leadership and state that a Soldier needs to see the Hospital Command ASAP." Soldier then states " Will if they can't see me then I will go higher, and with that Soldier states " Well I gotta go and proceeds to end the Phone call. 13 JULY 10. 12 July 10: Upon speaking to the Soldier, Ombudsman meets with WTU 1SG and WTU CDR to discuss the Soldier's issue
38571	Active Army	Fort Riley	Complaint Against WTU Chain of Command	8/13/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: 11 AUG 10--SPC (b)(6) presented to the office a bit upset with the fact that he is still waiting for the Commander's statement to be added to his MEB. He states that he started the MEB process more than four months ago and is still waiting. ACTION: 13 AUG 10--I met with CPT (b)(6) and he had no real excuse, but noted that he's aware is scheduled to work on it soon. I'll conduct a follow up NLT 21 Aug 10.
38575	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	8/16/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 11 AUG 10: Soldier states that the WTU CSM made derogatory comments to him and to a fellow WT. Soldier states that he is uncomfortable around the CSM and fears he will say something that will get him in trouble if he is in close proximity of the CSM. Soldier would like for this concern to be brought to the EAMC Chain of Command and EAMC CSM.

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38593	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	6/4/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE/ACTION/RESOLUTION. 4 JUN 2010: Soldier discussed an issue concerning him and approximately 30 WTUs that were put on a "NO Driving" profile due to certain prescription meds they are taking that may cause impairment when driving. Soldier stated he would rather not take his medication than to be on a "NO Driving" profile. He also stated this treatment is like a prison. It already hard to get transportation to appointments and SQL are already stretched thin. Soldier was involved in an IED blast and suffered severe injury to his Back. His Family lives about 3 hours away and does not know how he would be able to see his Family. Ombie spoke with MAJ (b)(6) he states he is more concerned about Soldiers getting behind the wheel possibly causing injury to themselves or others. Will continue to take the matter further up the chain for a second look at this policy.
38653	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	6/25/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Action/Resolution 24 June, 2010: Soldier met with his Commander. In attendance were the Platoon Sergeant, Squad Leader, and Ombudsman. Commander allowed Soldier to identify all of his issue and the Commander addressed them. The PS and SL also added information when needed. The meeting lasted for one hour and thirty minutes. At the completion of the meeting, Soldier was pleased he was allowed to discuss his issues with the Commander, but he was not completely satisfied with some of the responses to his issues. Instructed Soldier to contact me if he needed further assistance.

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38657	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	7/9/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 9 July 2010: Soldier is requesting movement to another platoon; according to the Soldier there was an incident between him and his Platoon Sergeant during evening formation. Soldier alleges that his Platoon Sergeant started yelling and using profanity towards him because he was wearing red tinted sunglasses and a booney cap during formation. Soldier reports that he has been wearing the sunglasses for three years and has never been corrected. Soldier reports that he was unable to produce a profile at the time of the incident because his Nurse Case Manager was currently reversing the profile to reflect the red tinted sunglasses and booney cap. Soldier reports that he also had a pocket knife on him and he was ordered to give it to his Platoon Sergeant; the Soldier reports that he would like a receipt for his knife. Soldier also reports that he wants to be treated with dignity and respect.
38732	Army Reserve	Fort George G. Meade	Complaint Against WTU Chain of Command	9/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue-8 Sep 10: Chain of Command cancelled Soldier's appointments at WRAMC to Bethesda Naval MC. Soldier stated that b/c of pending investigation, COC changed appts without making arrangements. He said it is "outrageously wrong"
38735	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 8 Sep 10: SGT (b)(6) has an appt at Portsmouth on 17 Sep 10; Soldier states she is high-risk and requires an escort. However, the Soldier request to drive her own POV with the escort as her passenger. Soldier doesn't understand why she can't drive because her appt was initially scheduled for last week and she was going to be allowed to drive. I informed the Soldier that I would contact her leadership to find out the policy.

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38740	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	4/1/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier has complaint regarding how Cadre treats Soldiers. Action: This issue was brought to the attention of the 1SG. Ombudsman suggested that IG representative give a refresher briefing on how to treat Soldiers with respect. Soldier wants Ombudsman to go with him to IG to make a formal complaint. Update: 3/10/10 Ombudsman went to IG with Soldier. Resolution: 4/1/10: IG did come to the unit to investigate complaint.
38746	Active Army	Fort Hood	Complaint Against WTU Chain of Command	4/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution: Soldier states his unit is violating his profile. He is being required to pull detail duty after 1630 hrs. He is in too much pain to be pulling this duty. Action/Resolution: It was explained to the Soldier that profile violations are actions taken by the IG. He was escorted down to the Hospital IG's Office but they were out of office until 13 Apr. Note stated to call the III Corps IG's Office or the San Antonio IG. Ombudsman contacted the III Corps IG's Office and informed them of the Soldier and he would be coming to see them. Soldier was directed to report to III Corps IG office.
38749	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	4/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 7 Apr 10 COL (b)(6) the Health Center Commander has requested that I set up a meeting with SPC (b)(6) and her entire Chain of Command. SPC (b)(6) requests this meeting because she is frustrated with her entire Chain of Command and her Triad.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
38768	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	4/21/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Wednesday 21 April 2010
SGT (b)(6) SQL, SSG (b)(6) came to see me and (b)(6) He reported that Sgt. (b)(6) has filed a Congressional over these four issues:
1. Wants to know why her request to have carpal tunnel surgery on both wrists was declined by her PCM.
2. Wants to know why a medical board has been initiated. She is a gov't tech at her guard unit, so she needs to stay in Army to keep her job.
3. Wants to know why she was not moved into one of the barracks rooms with a washer and dryer in the room (we have brand new barracks).
4. Wants to know why her request to transfer to a WTU closer to home or to a CBWTU was declined, as her husband is ill.
NOTE: She was released from CBWTU-AR for non-compliance before coming here.</p>
38775	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/26/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue 26 April, 2010: Soldier request assistance with his CoC. Soldier states he was out processing his old unit in order to be assigned to
the WTB. Soldier states during that time he received orders revoking his assignment orders to the WTB. Soldier is currently attached to the
WTB, but normally Soldier's are assigned within 90 days of being attached to the WTB. Soldier states his PCM, CM, and Behavioral Health doctor recommended
assignment to the WTB. Soldier does not know why is orders were revoked.</p>
38791	Army National Guard	Fort Belvoir	Complaint Against WTU Chain of Command	5/27/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>ISSUE 26 MAY 10: Soldier speaks to Ombudsman to address some issues that has SM concerned. Soldier states" I have a couple of things that I would like to address. I had to find my own transportation to my appt the other day and I have another appt 27 My that I don't know how im going to get there either. Also I would like to complain that a Cadre member said something that I feel he shouldn't have said and that is that since I have my own car, I should be able to drive myself to my appts." Ombudmsan informs soldier that he will meet with WTU leadership to discuss soldier's issue today 27 May.</p>

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38819	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/2/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 2 Aug 10 SM said his Chain of Command has threatened to give him an Article 15 if he does not come up with \$390 to be used for supporting his wife by 1600 hrs today. SM said his wife took off with the kids since 7 Jul 10 and had already taken most of the money in their joint account leaving him with just \$10. SM said she had taken \$600 plus from the account on Thursday when he got paid and also had gotten a \$290 Cashier's check from a bank (b)(6) where she had moved to. SM was moving out of post Housing on 2 Aug 10. SM would like the COC to reconsider his case and not give him an Art15 especially when he says they have proof that she had withdrawn the money from the account. He said COC told him that this could not be proven as he also has access to the joint account.
38836	Army Reserve	Fort Eustis	Complaint Against WTU Chain of Command	8/18/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 16 Aug 10 SFC (b)(6) requests assistance with the transition process from the WTU. SFC (b)(6) has received a 40 percent disability rating and is in the process of transitioning out of the Army. SFC (b)(6) states that she is not receiving any assistance from the WTU Chain of Command and is very frustrated with trying to figure everything out for herself.
38847	Army National Guard	Fort Eustis	Complaint Against WTU Chain of Command	8/20/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 19 Aug 10 SPC (b)(6) requests to speak with the CDR on his open door policy. SPC (b)(6) states that he is being counseled because he missed a formation that he believes is a direct result of his medication. He states that he tried to explain the situation to the 1SG but the 1SG "would not listen to his side of the story."

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
38850	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	8/20/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 20 Aug 10: Soldier requested assistance with having his medical diagnosis taken into consideration. Soldier states that he has a no AM profile and is on a lot of medications including narcotics. Soldier states that he missed formation and was given corrected training. Soldier states that he signed in late for corrected training and is being recommended for UCMJ action. Soldier states he asked the chain of command to speak with his behavior health provider. Soldier states he has been diagnosis with PTSD. Soldier states he had a pass approved (3-6 Sept 10) to celebrate his child birthday. Soldier states that he was informed that he can't go pass.
38856	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	8/20/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 20 August 2010: SGT (b)(6) received a counseling statement he disagrees with the statement and submitted a rebuttal. Soldier contends the statement is slanted and biased, leaving out relevant facts to make the situation appear worse than it was. Soldier contends he was counseled for an issue he was never given instructions on. Soldier contends the PL did not contact the counseling in accordance with regs and the written counseling statement was not completed in compliance with regs. Soldier claims he is being reprimed against as a result of the incident and is being put on garbage detail after detail without provocation.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
38893	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	6/21/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier states his Plt SGT, SFC (b)(6) has chewed him out on several occasions without merit. She will not allow the Soldier say anything. She is disrespectful, and accused him of bucking the COC. He put in for a 4 day pass and was told by his Sqd Ldr to change the dates or she would taint it to get it disapproved. He has tried to talk to the 1SG and CDR and they tell him that is the way she is. Commander then told him his policy for passes, is a Soldier must be in the unit for 2 mos before a Soldier can get a 4 day pass. The Soldier stated he didn't feel that was true, because another Soldier, who had not been in the unit 2 months was given a 4 day pass. Soldier states he has only been assigned to the WTB for 3 weeks. Soldier had also stated he attempted to go to III Corps IG, was told to write a statement and that was all that was done.
38906	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	6/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 28 Jun 10: Soldier requested assistance being harass and threaten with counseling statements by SSG (b)(6) SL, but not Soldier SL). Soldier states that on 23 Jun 10, she and four other Soldier met with CPT (b)(6) (Co CDR) for their pre-FTR brief. Soldier states that CPT (b)(6) door was open during the meeting. At the end of the meeting Soldiers address some concerns with CPT (b)(6) hot water issue at moon hall, what has precedence FTR or appointments (medical, aquatic) and guidance about what to do if the FTR is running behind and she has an appointment. Soldier states that after the meeting with CPT (b)(6) SSG (b)(6) call the Soldiers in an office and began yelling, using profanity and threaten Soldiers with counseling statements for address concerns with CPT (b)(6) Soldier states that she has an abnormal stress test and EKG; provider informed Soldier to reduce stress. Soldier states when SL informs her at the last minute to be somewhere that increases her stress level because she fears getting a counseling statement. Soldier states that she has been threaten with counseling

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
38953	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 25 May 10: Soldier requested assistance with the status of his court marshal request, chapter and MEB. Soldier states that things are being done to indicate that he is being chapter but his MEB has been stopped.
38954	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	5/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 26 May 10: Received call from Family Member stating she would like to see her Soldier return to the person he was before he deployed. Family Member states that she has been married over 30 years and she has never seen Soldier display this type of behavior. Family Member states that Soldier is verbally abusive and is concern it may become physical. Family Member states that she has spent the last two nights in hotel and her teenage children have moved out the house. Family Member states that she has spoken to Soldier CPT (b)(6) (co cdr) and she referred Family Member to SFC (b)(6) Family Member states that SFC (b)(6) seems concern but acted like he was in shock. Family Member states that when Soldier is around other Soldiers is behavior is normal. Family Member states that they are going through a financial hardship.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
38976	Active Army	Fort Stewart	Complaint Against WTU Chain of Command	4/1/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Warrior wanted the assistance of the Ombudsman to help him with a issue with his COC. Warrior stated that he received a counseling statement for "Failure to be at appointed place of duty". Warrior also stated that he feels that he is being harassed by the COC because of past problems. Warrior was restricted to the WTU area from 31 Mar-4 Apr. 10. Action/ Spoke with the acting 1SG (SFC (b)(6) about the situation of with the Warrior. He stated that the warrior was told on numerous occasions about the formation and this is not his first time not showing up for formation. He also stated the the Warrior has a habit of calling or texting his squad leader when he fails to show up or feels that he is going to be late, but never shows up at the formation. Resolution: Spoke with the Warrior and informed him that his restricted would not be lifted and he would have to comply with the punishment of the counseling statement. The warrior was not happy and stated that he had things to do and he could not be restricted and that he was going to the IG's office.
38986	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/2/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier requested assistance with the status of his court marshal. Soldier states that he asked for a court marshal in lieu of a field grade article 15.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
39015	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/19/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 16 July, 2010: Soldier request assistance with the CoC. Soldier feels like his CoC is not helping him get settle into the WTB. Soldier arrived at WAMC 1 July, 2010, from Kuwait. When he arrived, no one in the Emergency Room knew what to do with him. After a while, he was admitted to 2N pending surgery on his foot (the reason he was sent to the WTB). Soldier states the next day he was discharged from 2North with no guidance except to report back on 13 July, 2010 for surgery. Soldier states he spent that night in a hotel. Soldier states the next day he went to the WTB, in-processed and got a room in the Fisher House for him and his Fiancé. Soldier states his Squad Leader did not assist him at all, nor did anyone came to check on him when he was in the hospital. Soldier states when he was discharged, he had to hop around to different places to get his Convalesent Leave processed. Soldier states CoC was no help. Soldier said he is very disappointed in the way he has been treated since he arrived. Soldier states he spoke to his 1SG about his issue, but he wanted to speak to an advocate also.
39016	Active Army	Fort Hood	Complaint Against WTU Chain of Command	7/19/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 14 Jul 10- WTU chain of command- Soldier did an ICE complaint to Customer Service stating that he is being required to do a meo for permissive tdy and they are requiring him to provide detailed medical information on the memo that will be in the hands of many people who are not authorized to have access to his medical information. He feels this is in violation of his privacy. Action/Resolution: 14 Jul 10- HIPPA advisor and Pt Rep referred to ombudsman due to it being a WTU issue and not in their area. Contacted Bn Cdr who states he does require a memo to confirm that coordination for safe transition has been done- believes the company level command may have put additional requirements onto this and will ensure they know that is not necessary and that the process will be reviewed immediately.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
39044	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 10 Aug 10: Soldier has issues with COC. Soldiers spouse called hotline on 10 Aug 2010 with the following concerns: 1. On 9 Aug 2010, Soldier had an appointment, that was scheduled 1 week prior, downtown with his PCM. Soldier was told by his squad leader, SGT (b)(6) at the last minute that he had to attend a formation instead at the company. Soldier's squad leader called Soldier on the phone and sounded harsh and hung up on the Soldier. Spouse claims Soldier had two seizures due to this action. Spouse feels that company is causing undue pressure on husband and that that it is hampering the healing process. 2. Spouse feels several HIPAA violations are occurring at hospital and continues to voice concerns with no feedback or results. 3. Spouse would like to have husband transferred to WTU closer to home.
39053	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	8/24/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 24 August Soldier states she lives in Sacramento, Ca with her 12 year old son. (b)(6) (b)(6) She is attached to the Ft. Lewis WTU. Soldier states she went off on one of her Commanders last week and now the Commander is going to request the Soldier be moved to the VA Medical facility in Washington. Soldier has no dependent care plan and states that she is now divorced and that her family has abandoned her and her son. When questioned about her MEB Soldier stated she is waiting for her LOD. There is a record for this Soldier in MODS.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
39172	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	6/22/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	0: Soldier and Family Member requesting assistance with Soldier being disrespected by cadre. Family Member states that SSG (b)(6) was yelling at Soldier from a distance and SSG (b)(6) approach Soldier and was pointing her hands towards Soldier chest. Family Member is concern about how SSG (b)(6) looks at Soldier. Soldier states that SSG (b)(6) is not her SL or PLT SGT, but she is a PLT SGT within the company. Soldier states that this is the 3rd time SSG (b)(6) has addressed her in a disrespectful matter. Soldier states that she was having a private conversation with a fellow Soldier and SSG (b)(6) was walking by and overheard them speaking and began to yell. Soldier states that she didn't realize that SSG (b)(6) was addressing her until she came over and enter her private space. Soldier states that SSG (b)(6) was point her hand towards Soldier chest. Soldier states in Mar 10 she stated her concerns about SSG (b)(6) to SSG (b)(6) (SL).
39224	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/20/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 19 July, 2010: Soldier request assistance with her CoC. Soldier states her Commander assigned her to work at the front desk of the Soldier Readiness Center. Soldier states when she received her work schedule she was scheduled to work five days of the week. Soldier informed me that the NCOIC had told her that she would only be working two to three days a week because of the amount of Soldier's assigned. Soldier states she asked he supervisor why she was working everyday and he informed her that her Commander told him to put her on the schedule for everyday. Soldier feel that her Commander is treating her unfair. No one else assigned to that job is working everyday
39236	Active Army	Fort George G. Meade	Complaint Against WTU Chain of Command	8/24/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	24 Aug 10 Issue: Profile Violation. Soldier is currently assigned to WTU Fort Meade for medical issues resulting from OIF. Soldier states COC is violating his profile. Soldier has profile that states he can only work 8 hour days. COC is making him pull 24 hour duties. Soldier feels this is in violation of profile. Soldier has brought issue up to chain of command with no results. Soldier requests help fixing issue.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
39309	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	6/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 11 JUNE 10: Soldier stated that the squad leaders are using intimidating language to him and other Soldiers. They are always trying to compare situations of other Soldiers to him which Soldier feels is unfair. Soldier states there is a lot of conversation reference other Soldiers when he is speaking with his squad leaders. He does not find out about outings or trips until at the last minute or if other Soldiers mention it to him. There is a lot of mass punishment going on in the company. Soldier feels there are a lot of double standards in the company and it's beginning to stress him and other Soldiers out and it's exacerbating their current medical concerns.
39319	Army National Guard	Fort Huachuca	Complaint Against WTU Chain of Command	6/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: Soldier filed a complaint using the WSFH # 28022, with the following issues: Has issues with the Milage pass policy soldier states that if he was authorized a milage pass for the weekend why is he required to report back by 1000 Sunday morning for barracks check, also stated is why is he only authorized to travel 75 miles out from unit. (2) Soldier has a problem with the special population PT for soldiers that fail to meet AR 600-9, soldier feels that the unit does not have his best interest in hand they are not providing the proper tools in place to help assist in soldier meeting standards.
39331	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	6/24/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 14 June, 2010: Soldier request assistance with his CoC. Soldier states he requestd leave to go see his family in Puerto Rico, and it was disapproved by his CoC because he is pending an Article 15. Soldier states he understand his CoC position, but he already purchased the ticket. Soldier states he know he should have waited until his leave was approved before he purchased the ticket, but his SL told him it should get approved. Also, Soldier states SL kept telling him to wait on submitting his leave request. Soldier states he went ahead and purchased the ticket without approval based on what his SL told him and so he could get it for a reasonable price.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
39371	Active Army	Fort Polk	Complaint Against WTU Chain of Command	7/1/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier wishes to remain ANONYMOUS when taking this to the command. Soldier states commander is breaking post policy for PT. States post policy is PT formation from 0630-0730 and commander is doing it from 0630-0745 and he never shows up to do PT. Also thinks commander has no medical knowledge to break Soldiers into groups at PT by their medical conditions and have them do PT appropriate with their condition.. Soldier also states Soldiers going TDY longer than 12 hrs are not being paid per diem rates and receiving meal stipend.
39380	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	6/30/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier alleges that his squad leader has been threatening him for the past two months according to the Soldier he has tried to cope with the verbal threats until today. According to the Soldier the squad leader threaten that he was going to cause bodily harm to him; the Soldier reports that this is a stressful environment and he wants to be moved from his squad.
39385	Active Army	Fort Sill	Complaint Against WTU Chain of Command	6/30/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	oldier spoke with Ombie about an ongoing (on again, off again) issue involving the Weight Control Prog. Since Mar, the Soldier has been evaluated by his PCM who in accordance with AR 600-9 states that he is Medically Not Cleared to participate in the OverWeight Program because he has a medical condition that requires referral into the MEB/PEB. Per WTU Commander that does not keep him from participating in the program and Commander personally asked the Soldier's Nurse Case Manager to schedule the Soldier to get reevaluated by the new PCM. Soldier is very upset and feels he is being picked on and will seek legal counsel and file an IG complaint. This is the 4th incident that Ombie is aware of where the Soldier has been told he needs to be reevaluated then the SQL tells him that everything is good. Ombie has spoken with the Commander and 1SG about the issue on two occasions and has spoken with the CSM. Soldier will use the open door policy and schedule an appt to see the Commander and 1SG but has asked the Ombie to sit in on the meeting.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
39417	Active Army	Fort Hood	Complaint Against WTU Chain of Command	8/12/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 4 Aug 10, Soldier came to office stating that his PSG SFC (b)(6) is trying to make him break his profile. Soldier was told that he has duty and that he was going to be pulling it night when his profile clearly states no duty at night. SFC (b)(6) then stated that his profile was just a recommendation and that anything after 1200 am was consider the next day so he could pull duty. Secondly, Soldiers are being "Hey You" for pulling duty.
39423	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	8/24/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 24 August 2010: Soldier feels he is being targeted from his Command CPT (b)(6) He has been denied access to school even though many others in his company have been approved. He is being brought up on another Article 15 for failure to make appointments and failure to make formation. SL and SSG feels school would be great, but the CPT will not sign off on it.
39425	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	8/24/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	
39453	Army Reserve	Fort George G. Meade	Complaint Against WTU Chain of Command	8/25/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action-24 August 10: Complaint against Chain of Command. Soldier wants COC to charge leave under PDRM code, not ordinary leave. Soldier said that leave taken was charged under ordinary leave, not PDRM as he hed assumed. Soldier was told at a later date that he only had 3 PDRM days. DA 31 forms were changed w/o notifying him. He feels that b/c he was not informed, "they" owe him the days. Soldier wants to see the Commander, under the open door policy. Action: Sent email to Company Commander w/soldier's request.

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39499	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	7/1/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 30 June, 2010: Soldier request assistance with his CoC. Soldier states his PCM wrote him a profile for no PM formations if the temperature is greater than 75 degrees. Soldier states after he gave his Platoon Sergeant a copy of his profile, PS spoke to the Commander, then informed him that he would still have to come to PM formation. Soldier states his PCM wrote the profile because he is having migraine headaches and standing in formation when it is hot increases the pain. Soldier request his commander honor his profile.
39511	Active Army	Fort Riley	Complaint Against WTU Chain of Command	7/2/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Wednesday 30 June 2010 ISSUE: "I'm here to make a complaint." SPC (b)(6) reported that WTB soldiers' medical appointments were cancelled this morning so that they could participate in the IACH/BDE change of command parade practice
39541	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/13/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 13 July, 2010: Soldier request assistance with her CoC. Soldier states her CoC wants to punish her for being late to the 0630 formations. Soldier states she arrives late for 0630 formations because she is a single parent and her child's daycare does not open until 0600. Soldier states she spoke to her CoC about being late for the 0630 formations on Mondays, Wednesdays, and Fridays and they informed her that she has to find away to be at formation at the required time. The problem is, Soldier's daycare opens at 0600 and she has to be at formation NLT 0630. Soldier states because of the time it takes to sign her daughter into the daycare and drive to work, because of traffic, sometimes she arrives late to the 0630 formation. Soldier states she has received two counselings for being late. Soldier states she does not want a free pass to be late every day, but she request that her CoC understand why she is late sometimes and do not counsel her on those occasions that she is late.

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39573	Active Army	Fort Polk	Complaint Against WTU Chain of Command	7/15/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue:7/13/2010 - Soldier's wife is upset that her husband is being punished for being late to formation. Soldier's medication was recently changed to a dosage that makes him more drowsy than normal. Soldier feels like his CoC is not being understanding of his medical issues and is punishing him unfairly.
39596	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/3/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 3 Aug 10: Spouse also stated that Soldier's Primary Care Manager placed him on a profile whereby Soldier can do call-ins at his "commander's discretion" and Soldier's commander is telling him that he has to do formations. According to spouse, Soldier is on a lot of medications that make him drowsy, including Zofran, Dilantin, and Seroquel and spouse and Soldier do not understand why Soldier is required to participate in formations. Soldier and spouse would like assistance restricting Soldier's profile further.
39628	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	8/17/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 17 August 2010: SPC (b)(6) sent an email to (b)(6) (b)(6) (Patient Advocate) requesting assistance regarding the Chain of Command removing her personal air conditioner from her barracks and not being approved a profile for an air conditioner from BN Surgeon Maj (b)(6) (b)(6) notes this issue and the other complaint filed under a seperate issue regarding her medical care are not within her perview. I called the Soldier. left a voicemail requesting confirmation should would like this office to help her.

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39636	Active Army	Fort Riley	Complaint Against WTU Chain of Command	8/25/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Wednesday 25 August 2010
ISSUE: CPL (b)(6) came to see me shortly after he received two negative counseling statements for missing formation and for not contacting his SQL. He does not agree with his corrective training of having to stay after formation to clean from 1600 to 1700 hours for four days. He does not agree with having to police call the BN area in the sun as part of the hour of cleaning. He does not think that the punishment fits the crime or is any way related to what he allegedly did wrong. He also reported that his PLT SGT is threatening to pull his CPL (he is a DA CPL). CPL (b)(6) reported that he wants out of the WTB now because he "can't adapt to this unit." He is in the medical board process, but now wants a chapter because he thinks that it will be faster. I walked him downstairs to sign in to CMHS as a walk-in, as he reported feeling very anxious and "trapped." He appeared very angry.</p>
39637	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	8/25/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Wednesday morning, 25 August 2010
I met with the Soldier's PLT SGT, SSG (b)(6) The PLT SGT told me that SPC (b)(6) was given a different squad leader like the Soldier wanted. His new SQL is SSG (b)(6) SSG (b)(6) told me that he met with the Soldier and agreed not to use profanity around him. SSG (b)(6) also told me that the Soldier missed five 0600 PT formations in a row. He also told me that the Soldier recently missed the 0900 accountability formation. He told me that the Soldier told him that the reason why he missed the 0900 formation and didn't tell anyone was because he had to pay his electric bill off-post. The PLT SGT also told me that the Soldier is being moved into the barracks because his wife left and moved out of the area and also because the Soldier is missing so many formations.</p>

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39676	Active Army	Fort Sill	Complaint Against WTU Chain of Command	6/23/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE/ACTION/RESOLUTION 8 JUN 2010: Soldier had a complaint again his PSG(SFC (b)(6)) PSG took Soldier's car keys after he failed Veh inspection. Soldier wanted to know if that was legal. Referred Soldier to JAG for clarification but spoke with 1SG who spoke with the SQL. Based on JAG's guidelines it would not be in the interest of the Company to take car keys from Soldier. JAG recommends UCMJ action if Soldier disobey order and drive their veh. Issue closed by Ombie but will followup if needed.
39802	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	8/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 4 Aug 10 CPT (b)(6) requests a different Nurse Case Manager, a different Outreach Legal Advisor, and a different PEBLO. See attachment.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
39858	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	8/27/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>24 Aug 2010, ISSUE: SGT (b)(6) requested assistance with an issue with his unit Chain of Command. SGT (b)(6) is nearing his ETS, and had planed to reenlist. However; his unit decided to flag him because he is over height weight standards. HE explained that he has been at his current height and weight for the entire time that he has been in the unit.

ACTION: I met with MSG (b)(6) the former 1SG of the Company to get the details and history. When (b)(6) was the unit 1SG, he had attempted to flag 52 Soldiers that did not meet the height weight standards. He was directed by the BN Commander not to flag these Soldiers, but to give them an amount of time to make progress. Two years later, SGT (b)(6) has been allowed to be a Squad Leader for the WTB: but was not allowed to draw the SDAP because he didn't meet the height weight standards. Now at his ETS, he has been flagged.

26 Aug, 2010 I met with CSM (b)(6) the newly assigned WTB CSM in an effort to find a way to make this situation right for SGT (b)(6) CSM (b)(6) relyed to me that he had met with SGT (b)(6) and SGT (b)(6) offered no plan to come in to compliance with the heihjy and weight standard, so he didn't feel that there was a way to assist the Soldier.

After some discussion, I asked the CSM if he thought it would be possible to allow SGT (b)(6) and extention so he could be given the chance to show that he can meet the standard. CSM (b)(6) said that if SGT (b)(6) came to him with a plan, and was convencing, that he would support an extension.

RESOLUTION: I called and spoke with SGT (b)(6) about my meeting with CSM (b)(6) and explained what the CSM had agreed to do, and that it was on him to put a plan</p>

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
39910	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/21/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 21 July, 2010: Soldier request assistance with her CoC. Soldier states her Acting Platoon Sergeant got angry with her when he found out that she had some appointments that he wasn't aware of. Soldier states she told her Squad Leader about the appointments expecting the SL to tell the PS. Soldier states when she told the PS that she had informed the SL of the appointments, the PS continued to act unprofessional. Also, Soldier states her SL shows very little concern for her medical condition, talks down to her and is demeaning. Soldier states she just got assigned to the WTB and already does not trust her CoC. Asked Soldier had she talk to the 1SG about her issue and she stated not yet.
39959	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	8/12/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 11 August, 2101: Soldier request assistance geeting an appointment to see his Commander. Soldier states he asked his Squad Leader several days ago to assist him with getting an appointment to see the Commander, but SL has not gotten back to him.
39985	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	8/27/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 23 Aug 10 SPC (b)(6) requests to speak with the WTU Commander on his open door policy. SGT (b)(6) states that she had a terrible experience during her appointment at WRAMC because of the Squad Leader that drove her to the appointment. She states that she does not feel comfortable talking with the First Sergeant.
39995	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	8/27/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Isse 27 August Soldier states his NCO just came up to him and slapped him in the back of the head just to try to get his attention and then lied about it stating he had a spider on his neck.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
40042	Active Army	Fort Knox	Complaint Against WTU Chain of Command	5/20/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: WT has concerns regarding the WTU Physical Training program. According to the WT, all WTs have been categorized based on their Profiles. WT claims he is not allowed to go in the gym to use weights or treadmill even though his profile recommends both. WT claims the cadre does not conduct PT properly, no stretching, etc. Claims they were told to just go walking and to stretch while they walk. WT was told a Physical Therapist was responsible for reviewing profiles and creating the categories. WT claims the categories do not accurately address each WT's individual fitness training needs.
40071	Army National Guard	Fort Benning	Complaint Against WTU Chain of Command	5/24/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 24 May 10: Received a hotline case from the MAG concerning CPL (b)(6) CPL (b)(6) is requesting an approval of a four day pass for the Memorial Day weekend.
40102	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	7/23/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issues: 23 July 2010-WTB soldier request help from the ombudsman with various issues. Last week he had problems with his commander. On 13 July 2010, his squad leader told him to report to the Commander (C Company). The commander informed him that he received an IG complaint from a woman that made accusations that he was calling and sending threatening text messages to her, that he was stalking her step daughter and that he was terrorizing her grandkids, and she called the police on him. SFC (b)(6) said that he is mad because his commander didn't believe or an inquiry was conducted prior the CPT taking action. The CPT gave him a no contact order, an asked him to signed and to go directly to see his social worker. SFC (b)(6) stated that the allegations were not true, and the commander or anyone else ever talked to him about this issue to find out if it was indeed true or not. He would not accept that his Case Manager, his Psychiatric DR., and his social worker in any part of his care while he continues to await the completion of his MEB. He doesn't trust them.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
40128	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/16/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 16 Jul 10: (b)(6) stated that her husband was told by the CoC that he could not take college courses because he was on track to RTD. Also talked with SGT (b)(6) and he confirmed the same
40281	Army Reserve	Fort Sill	Complaint Against WTU Chain of Command	6/23/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE/ACTION/RESOLUTION 7 JUN 2010: Soldier spoke with Ombie about how his Squad leader SSG (b)(6) spoke to him after the death of his sister. Another SQL spoke to him in Spanish to give his condolences and Soldier spoke back to him in Spanish and SSG (b)(6) used profanity at the Soldier and told him not to speak Spanish in the Military that English only is used. He also made other inappropriate comments as well. Ombie addressed Soldier's concern to Command as well as in the Leadership meeting with higher Command. SQL SSG (b)(6) apologized to the Soldier for his comments. Issue closed by Ombie but will followup if needed.
40289	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	7/12/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 12 JULY 10: Soldier stated that the BN CSM (b)(6) threatened her in front of the entire BN at training on 7 July 10. Soldier stated the CSM was ranting about who they could go to if they had a problem and he didn't care because he was a lawyer and was above the law. He looked directly at the Soldier and said, "You can even call your senator. I will take you out of ranks, the drill sergeant will come out of me, and I will embarrass you in front of this whole BN." Soldier stated she has 3 witnesses who will verify that this happened. Soldier suffers from severe PTSD, walks with a cane, and has several personal issues and does not want the added stress of threats coming from the BN CSM. Soldier wants this issue addressed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
40307	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/15/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 14 July, 2010: Soldier request assistance with her CoC. Soldier states she is assigned to the WTB, but works at the IG office in the 82nd Airborne Division, in her assigned MOS, which is 42A (Human Resource Specialist). Soldier states she recently received a profile from her PCM recommending an MEB and stating that she could no longer perform the duties of her MOS. Soldier states now her Commander wants to move her to another job. Soldier states she can still do the job at the IG office and would like to remain there.
40336	Active Army	Fort Polk	Complaint Against WTU Chain of Command	8/31/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 25 Aug 2010 - I was called by the Soldier's wife and later I met with the Soldier. Soldier states that his CoC punishes him for missing formations even though he is taking medications that may cause him to not be able to wake up on time. Soldier feels there is no compassion for his situation and would like to waive his MEB and seperate from the Army. Soldier aslo states that he will no longer take his meds
40349	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/1/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 31 August, 2010: Soldier has a complaint against his Company's CoC. Soldier states he requested thru his Company's CoC to see the Battalion Commander on his open door policy on 18 August, 2010. As of 31 August, 2010, Soldier states he has not received a response for his CoC about seeing the BN CMD. 31 August, 2010, Soldier request thru the Ombudsman to see the Battalion Commander.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
40400	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/3/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action: On 3 Aug 10 SM called OMB to the barracks dayroom stating that he had problem with trusting his chain of Command.He said that he is on a lot of meds to include psych meds, and pain meds and has problems waking up and getting to formations and appointments as a result.. SM said that COC was directed to escort him to appointments,but they have been chosing which ones. SM said he would like to move to another company because COC cannot be trusted with working with him as he has missed some appointments that he had good reasons for missing and did not know about some of them. I contacted SL and COC on SM' complain and was shown all of SM's counseling that he missed appointments and was FTR several times. COC showed me where SM is on his 2nd Art15 and had previous suspended demotion in rank last year.
40441	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	8/4/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 3 Aug 10: Soldier requested assistance with addressing his miss appointment issue. Soldier stated he has received two article 15 for missing appointments and has asked his chain of command for assistance. Soldier states he is on a No AM profile and limited duty day profile due to his medications. Soldier states he has hearing lost in his left ear.
40591	Active Army	Tripler Army Medical Center	Complaint Against WTU Chain of Command	8/5/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: 5 AUG 2010 SM presented to office with C/O harassment by the company commander (CPT (b)(6)) SM states that CPT (b)(6) is trying expedite his transition out of the ARMY and not allowing him to present new diagnosis to amend his MEB findings. Plan on meeting with Company Commander, NCM, and SL.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
40652	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	8/18/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	18 Aug 2010 ISSUE: (b)(6) NCM for SPC (b)(6) called and related to me some issues that the Soldier was having with his Platoon Sergeant. ACTION: I asked her to have the Soldier come to see me. The Soldier shared his concerns with me. This is not the first time that the Soldier has had issues with his Platoon Sergeant. The WTB CSM had already shared with me that he had counseled the Platoon Sergeant this past week about previous issues. I requested a meeting with CSM (b)(6) we discussed the issue. He decided that the Soldier would be moved to a different platoon. He called and informed the commander. The move will take place within 48 hours. I called and informed the Soldier of the decision.
40674	Active Army	Fort Polk	Complaint Against WTU Chain of Command	9/2/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution: 25 Aug 2010 - Soldier's spouse called me regarding an issue with the CoC. The WTU CoC had agreed to allow the Soldier's spouse to take her to and from formation's because of her medical condition's. They allowed this so the Soldier didn't have to be transported by the WTU at her request. The spouse was ill and was unable to take the Soldier to formation. When Soldier called to tell them she wouldn't be there, the CoC would not excuse her from formation. The spouse feels this is unfair. Action/Resolution/ I talked to the 1SG who said that they would make arrangements to transport the Soldier for future formations but calling an hour before this formation and saying you can't make it is unacceptable, when those were the arrangements made. I told the spouse that the Soldier needed to make to formation. Him being ill didn't exclude her from formation. I did tell him that transportation arrangements would be made for the remainder of her time in the WTU, if needed. They were unhappy with the resolution.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
40757	Army National Guard	Fort Eustis	Complaint Against WTU Chain of Command	8/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: SPC (b)(6) requests to make a formal complaint against his Nurse Case Manager. SPC (b)(6) states that his NCM looked at his record and stated that he has been in the WTU too long and we need to get you the hell out of here. He states that she continued to talk negative toward him and he felt uncomfortable.
40762	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	8/11/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 9 August, 2010: Soldier request assistance with his CoC. Soldier states his Company Commander (CPT (b)(6)) agreed to write a statement on his behalf in regards to him being charged and convicted of being AWOL for two days. Soldier states he spoke to the Commander about the issue and informed her that he had proof that he was not AWOL. Also, Soldier stated after speaking with the Commander, she stated she would write a statement. Soldier asked me to follow up with his Commander.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
40771	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	8/11/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 11 August 2010: BLUF: Activated ARNG(NC): MEDICAL: Soldier requests to initiate a complaint concerning poor service and treatment while assigned to Ft Bragg, NC. 2 BACKGROUND INFORMATION: Soldier stated he obtained an injury to his left foot while deployed in Kuwait on 27 JUN 10. Soldier stated he was MEDEVAC to Ft Bragg Womack Army Community Hospital on 1 JUL 10, where he underwent foot surgery. After the surgery Soldier was assigned to the WTB at Ft Bragg. Soldier stated when he arrived to the WTB he was informed that he was not yet signed out of the hospital and needed to return to the hospital to sign out in order to properly enter the WTB. Soldier stated after he signed out of the hospital he spent half of his day doing in-processing for the WTB. Soldier stated he spend two night at the Fisher House on Ft Bragg due to SSG (b)(6) not signing his paperwork. SSG (b)(6) signed his paperwork on his third day at Ft Bragg, and then Soldier was released on Convalescent leave for 60 days. SSG (b)(6) requested that the Soldier call him every day at noon. Soldier stated that he is on eight different pain medications and forgot to call SSG (b)(6). SSG (b)(6) called the Soldier today and stated that he wanted him to return to Ft Bragg tomorrow to sign counseling papers. Soldier stated that he live 100 miles away from Ft Bragg and has a temporary profile that states he is not to do anything on his foot. Soldier stated that his Convalescent leave is over on 12 AUG 10 and he scheduled to return to Ft Bragg that day. Soldier stated SSG (b)(6) was being insensitive to his medical condition. Soldier stated that he has received poor service and treatment while assigned to Ft Bragg, NC.
40797	Active Army	Fort Polk	Complaint Against WTU Chain of Command	6/21/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue (16 Jun 10): Soldier complains that the WTU commander has no regard for regulations. His room was searched and they took his meds and gave them to an NCO for 4 days instead of turning them into the case manager or pharmacy. He also states they are not coming in to check the room in groups of 2 that individual NCO's have keys and are coming in alone whenever they want to.

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40829	Active Army	Fort Carson	Complaint Against WTU Chain of Command	8/3/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: (30 Jul 10) SM called (b)(6) stating that his command won't allow any visitors (b)(6) and attentive D/C is on the (b)(6). His admission (b)(6) is CDR initiated because of a suicide attempt and substance abuse. SM feels that he is not getting support from his unit because of no visits from his unit and he has no family here to support him. SM is supposed to get married on (b)(6) and fiance is in town for that union.
40842	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	8/19/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 18 August, 2010: Soldier request assistance getting assigned/PCS to Fort Hood. Soldier states he talked to his Case Manager and the CoC about getting assigned to Ft. Hood, because his Mother In-Law lives in Texas and is very ill. Soldier's Spouse wants to be near her mother because of her illness and to assist with her care. Soldier states his CM did the paperwork for the request, got approval from the CoC, and talked to contacts at Ft. Hood to insure Soldier could receive the medical care needed if the request gets approved. Soldier states he was accepted at Ft. Hood; everything was prepared, sent forward and came back approved. The problem is, when the Orders came, they were for a WTU transfer to Ft Hood, not a PCS move (which would have included his family). WTU transfer meant, Soldier could transfer to Ft. Hood, but if he wanted his family to go, He would have to cover the cost of the move. The Army would not pay for the move. Soldier stated he could not afford to pay for his family to move to Ft. Hood. Also, Soldier stated the purpose of the move was for his spouse to be near her mother. Him going along would defeat the purpose.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
40891	Army National Guard	Fort Jackson	Complaint Against WTU Chain of Command	9/7/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue/Action: On 3 Sept 2010, I was contacted by PFC (b)(6) regarding what he considered to be unfair treatment by the WTU 1SG, 1SG (b)(6) PFC (b)(6) states that he received an article 15 for being AWOL. PFC (b)(6) explains that although he has made every attempt to be a better Soldier since his return, 1SG (b)(6) will not treat him fairly. He states that he was given 14 days of extra duty as part of his punishment for the article 15. However, PFC (b)(6) contends that his extra duty hours conflict with the time that he needs to take his sleep medication. Additionally, he explains that taking his sleep medication at such a late hour would cause him to over sleep and miss morning formation. PFC (b)(6) states that he explained this to 1SG (b)(6) but the 1SG would not change his extra duty hours.</p> <p>Action: On 3 Sept 2010, I contacted 1SG (b)(6) regarding PFC (b)(6) concerns. I explained that PFC (b)(6) NCM was contacting PFC (b)(6) provider to find out if there was any validity to his claim. But in the mean time could we adjust PFC (b)(6) weekend/holiday extra duty hours until we heard back for his provider. I also explained that we could not get in touch with the provider at the moment and it may be after the holiday weekend before we had an answer on PFC (b)(6) medication. 1SG (b)(6) agreed to adjust PFC (b)(6) extra duty over the weekend/holiday until we received an answer from his provider.</p>
40949	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	6/30/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue: 28 June 2010, PV2 (b)(6) request to be moved to another platoon because he is being harrassed by his platoon sergeant.</p>
40950	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	6/30/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue: 28 June 2010, SPC (b)(6) states that he is being harassed by platoon sergeant. He states he can't trust the cadre.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
40998	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	9/7/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 7 SEPTEMBER 10: Father of Soldier stated that he is still not satisfied with the meeting that was held with the Soldier's company command on 3 September. Father did not like the summation by the company commander of the results of the meeting and would like to speak with the BN Commander.
41048	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	11/1/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: Ombudsman recieved call from Soldier Spouse. Spouse is concerned that unit is going to give Soldier Article 15 because of missing formation. Spouse alleges that she is his Non Medical Attendant (NMA). Spouse stated that she has a Special Power of Attorney - Health Care. Ombudsman communicated to spouse that I need to speak to the Soldier. Action: Ombudsman spoke with the Soldier. Soldier wanted me to attend Multi-disciplinary meeting that was being held by the COC. Ombudsman spoke with the Commander. Commmander stated that I was free to attend but it did not have anything to do with his medical care. It was a C2 issue. Ombudsman chose not to attend. Resolution: After the meeting, COC told Ombudsman that they have proof of Soldier on several occasions violating profile. This was supported and verified through Trail Defense Services. Spouse contacted Ombudsman. I told her that based on the objective evidence that was brought forth, there was nothing that we could do. Spouse was not happy but she stated that she understood.
41090	Active Army	Fort Hood	Complaint Against WTU Chain of Command	10/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 8 October Caller alleges CoC has not signed the requested Memorandum that FA has requested after three attempts. Caller stated that this document is to clear Soldier of responsibility to provide spousal support based on evidence of domestic abuse. CoC is attempting to force Soldier to sign documents under the influence of narcotics. Soldier asked to take documents to JAG, CoC refused to allow Soldier to review documents with JAG.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
41099	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	10/13/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSIE: 12 OCT; Soldier called OMB and stated that his COC had cancelled his follow up appoitment at BAMC on the (b)(6) (b)(6). ACTION: OMB contacted the unit CO and 1SG for some insight into the Soldier's issue. RESOLUTION: 13 OCT; CO and 1SG provided insight into this issue, i.e., the Soldier appointment has been reschedule, because the Doctor in BAMC wanted additional test to be done at FTCKY prior to the Soldier arriving at BAMC. The Soldier had not been informed of the Doctor's request by his NCM. The CO and 1SG informed the Soldier and his Spouse of the additional test the Doctor had requested and why his dates were changed. Couple was satisfied.
41131	Active Army	Fort Riley	Complaint Against WTU Chain of Command	9/20/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Friday afternoon, 17 September 2010 ISSUE: SPC (b)(6) wants to be moved out of SSG (b)(6) squad because he does not like her.
41282	Active Army	Fort Hood	Complaint Against WTU Chain of Command	9/17/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution 17 Sep 10: Soldier received memo from R&R provider permitting her to have a therapy dog. Soldier took memo to unit and four days later states she purchased a dog. Soldier was told by unit she could not keep the dog because she did not follow proper procedure and Soldier is upset and wants to know what to do. Soldier states since memo stated she could have a dog that is why she went out and bought one. Her SL did not say to standfast until Cdr approved memo. Ombudsman office contacted WTB for policy letters. Policy #19 and #29 state Soldiers can have therapy dogs as prescribed by doctor and must have prior approval by the Bn Cdr. After memo was generated to command, authorization was still needed by the Veterinarian services and the MTF Cdr per MEDDAC Reg 40-77. Soldiers will then abide by Fort Hood Regulation 40-5 and 210-48. Ombudsman contacted Bn & Bde CSM to find out the alternative method of therapy for the Soldier since therapy dog was denied. Bde CSM said he will f/u with Bn and provide feedback.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
41348	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	10/28/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 27 October, 2010: Soldier request assistance with his CoC. Soldier states he informed his Squad Leader that he wanted to see the BC on his open door policy. Soldier states it has been several days; his SL has not gotten back to him in regards to his request to see the BC. Soldier request the Ombudsman assist him with getting an appointment to see the BC.
41383	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	11/4/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 3 November, 2010: Soldier request assistance with her CoC. Soldier states her CoC ordered her to terminate the lease on the house she is renting because the have ordered her to move into the barracks and restricted her to Post. Soldier states the CoC has no reason to move her on Post. Also, Soldier feels that it is unfair to move her on Post regardless of her conduct. Soldier states she will not terminate her lease nor will she move on Post.
41386	Other	Fort Bragg	Complaint Against WTU Chain of Command	11/4/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ymous caller called the Ombudsman office this morning with the following concern: Caller states that C Company is putting Soldiers with NO-AM profile at risk by making them come to formation at 0600 hrs. Caller stated that Soldiers were told it doesn't matter what their profile states they will be at formation regardless. Caller states a pattern is being developed, Soldiers has broken their profiles twice this week and has been told to be at formation at 0600 hrs on Friday. Caller is concern about Soldiers on different medications being told to come in so early. Caller feels that the mission can be completed at 0730 hrs without putting Soldier at risk.<

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41398	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/30/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution 30 Nov 10: Soldier states that his unit is not promoting him due to being overweight, but Soldier states that his provider wrote him an exemption for Ht and Wt due to medications. Ombudsman spoke with 1SG and Soldier's case manager. Soldier has had weight problems prior to taking the medications according to 1SG and NCM. Memo written by provider did not imply that Soldier has gained weight due to the meds, but making a general statement that the meds may cause weight gain. Soldier was advised to speak with his Bn CSM about his concerns. Soldier has appt to see Bn CSM, CSM (b)(6) Ombudsman will f/u.
41438	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	9/9/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 30 Aug 2010, SPC (b)(6) is on transitional leave with three days left before he is medically retired. Soldier has relocated to Florida, where he will enroll in college during the fall. Soldier states he was contacted by his squad leader and told he needs to return to Fort Eustis to sign a statement of indebtedness or his leave would be pulled by the first sergeant. Soldier wants my help to find out what is going on since he does not have the funds to travel back to Fort Eustis.
41460	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	9/16/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action 16 September 2010: Soldier requested permission to attend MWR fishing trip on Monday and SSG (b)(6) said no and he needed start meeting with his NCM before he will be able to participate in MWR stuff. However, he volunteered to do the golf tourney because he was told everybody had to go and then he found out that was not true, but they are making him go. He says he saw his NCM he thinks last week, but he called her to make an appointment and she said she could not squeeze him in tomorrow. I am going to email her and cc LTC (b)(6) to see if we can find an appointment for him and request that she put him on her calendar and the appointment on his schedule to ensure he doesn't forget and he is not counseled for missing appointments that are not scheduled.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
41478	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	9/17/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 17 September 2010: The Soldier is complaining that transportation is lacking in the unit. He would like to know if anything can be done to improve upon what is currently provided within the WTB, to include off duty support to various locations on and off post.
41485	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	10/1/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 30 September 2010: The Soldier requested to take a Pass to spend time at home with his family. According to the Soldier, he hasn't been home in months and only has 10 days of accrued leave. The Soldier was told that no Soldier can take a pass which has apparently been a recent change in guidance.
41519	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	10/1/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution 1 October 2010: Soldier states she requested leave for 9-22 October. She said command said they might approve for one week but not too. Soldier has to buy her plane ticket but they have not told her if her leave is approved and she keeps asking. I called 1SG (b)(6) he said they had a conversation about her yesterday and they are going to approve the leave. I asked him to please let her know by close of business today so she can get her tickets purchased as the less time she has the more expensive it gets. He agreed to let her know by the end of the day. Called Soldier and let her know they would let her know by close of business today.
41558	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	11/4/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	4 NOV 2010: Ombie spoke with Soldier about the Commander's decision to bring her back to the barracks, immediately. Soldier has been remote managed from AR since Dec 2009. Commander stated in TRIAD that the SQL is to call the Soldier and have her to come to the WTU/Ft Sill on Monday. Later that afternoon, Commander told the SQL to tell the Soldier to report to the WTU tomorrow 5 Nov or sign out on leave. Soldier had to sign on leave cause she was unable to report. Ombie recommended Soldier take issue up to the Chain of Command and ask to see the RACH CSM. Per SQL, the Soldier was told not to speak with the CSM until after her scheduled surgery 12 Nov 2010.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
41567	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	11/5/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue November 5 Spouse alleges SQ LDR, SSG (b)(6) was verbally abusive to spouse. Spouse alleges, Soldier is not getting required medical care. Spouse states mistreatment by Soldier's Chain of Command and they are insensitive to spouse's requests. Spouse stated she called Soldier's unit trying to locate Soldier and no one answered phone calls nor returned her phone calls. When SSG (b)(6) called, he was verbally abusive. Spouse states, Soldier has PTSD, TBI, problems with lungs, his hands go numb due to back injury while deployment and is not getting the medical care he needs. Soldier is in the MEB process.
41569	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	11/4/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	0: Soldier is very upset at the Commander for his decision to put the Soldier on a "no driving" profile. The soldier had a seizure due to him running out of medicine while on leave in another state. Soldier came into the WTU as a victim of a gunshot wound to the head. Commander states he is leaning on the side of patient safety and the safety of other driver's if he were to have a seizure while driving. The issue the Soldier has is the fact that he has been in WTU for over 6 months and his medical records stated when he came into WTU that he could have a seizure at anytime but there was no concern then and he had no seizures until he did not take his medication. Commander refuses to change the profile. Soldier was told that they would be working on him seeing the RACH CSM. Ombie will continue to followup.
41576	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	11/15/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	On 9Nov10 SM called and said he was given a "No Contact Order" again by his CO and said it is preventing him and his wife from working things out between them and so makes even harder for them to get their children released from CPS (Child Protective Services). Soldier's wife then called me back and said that there is no need for a "No Contact Order" as they were going to Marriage counseling through the WTU Chaplain's office and she was going for individual Therapy from a private Provider

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
41593	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	12/2/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	1 Warrior has concerns with the manner in which the OT on the BN Staff treats her and has been hampering her becoming part of Operation Warfighter without and reasoning. She is very disrespectful in conversation to the CPT. This issue first started in Jun and they had a meeting with the company C2, she thought things were better and yet they have only continued to get worse.
41601	Active Army	Fort Drum	Complaint Against WTU Chain of Command	12/2/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Actions/2Dec10: Soldier states that he would like to go to school but has two flags that should have been lifted after the punishment phase. I called the unit and spoke with the 1SG and he said he would talk to the CDR and then talk to the Soldier.
41621	Army National Guard	Fort Stewart	Complaint Against WTU Chain of Command	9/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue; Date 10 Sept 2010, Warrior stated that she is tired of the mistreatment by her Cadre regarding her Family situation. Warrior had some issues with DFAS and her daughter who told the school system that her Mother had been beating her; which turned out to be a lie. Warrior informed her Chain of Command about the issue and she feels that she has been labeled every since this incident. Warrior stated that the Cadre should be more caring and show some compassion toward the Soldiers.
41640	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	9/17/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 17 September 2010: Soldier expresses his frustration with the chain of command at the WTB; according to the Soldier he had signed up for the Ride to Recovery event which is designed for wounded warriors. Soldier reports that he has been denied participation in the event and his slot was given to a cadre member without any explanation as to why he could not attend.
41673	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	10/4/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 4 October, 2010: Soldier request assistance with his Squad Leader/CoC. Soldier states his SL told him that he has to find a full time job. Soldier states presently, he is working part time and because of his medical condition, he does not think he can work full time. Soldier request to continue to working part time.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
41706	Active Army	Fort Stewart	Complaint Against WTU Chain of Command	11/5/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue/Action/Resolution: 4 Nov 2010- Warrior wanted the Ombudsman's help with a counseling statement he received from his Squad leader. Warrior felt that the Counseling statement was excessive and that the Squad leader or the 1SG was being too harsh. Warrior received a counseling statement for: Failure to Report/Missing APPTS. The Warrior's Plan of Action consisted of reporting to the Staff Duty desk every two hours from 3 Nov - 2 Dec 10 at 1600 and calling the Squad Leader one hour before every appointment and every formation. Warrior felt that there was not an end time and that a month was too long. Ombudsman spoke with the the Squad leader (SSG (b)(6)) and he stated that he would not reduced the length of time because this was not the Soldiers first offense, but he would allow the Warrior a cut off from 1600- 2100 and not on the weekends. The Warrior would still have to call one hour before his appointment time. The Warrior was satisfied with the outcome.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
41724	Active Army	Fort Hood	Complaint Against WTU Chain of Command	12/1/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 1 December Caller alleges CoC interfering with Soldier's medical treatment. Caller alleges harassment of Soldier. BACKGROUND INFORMATION 1: Caller states he is calling regarding his son who is in the WTU in Ft Hood, TX. Caller states the Soldier, SPC (b)(6) is currently under treatment for pain resulting from multiple surgeries. He alleges that the Soldier called him and told him that he was in substantial pain and had requested permission to go home to take pain medication and was denied permission by his squad leader. Caller stated that he directed the Soldier to go to his home to take the medication which served to alleviate his pain and Soldier did so. Caller states that the pain medication prescribed to Soldier is Oxycontin and that while on this medication, the CoC has forced Soldier to drive under its influence. Caller alleges CoC interfering with Soldier's medical treatment. Caller states his son, assigned to the WTU at Ft Hood, TX has had numerous instances of being made to report to his company area under the influence of narcotic medications and
41778	Active Army	Fort Polk	Complaint Against WTU Chain of Command	9/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution: 7 Sept 2010 - See attachment
41816	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	10/4/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 4 October 2010: Soldier reports that due to his illness he is unable to attend formations; according to the Soldier he feels that information put out in formation is not past along to him unless it has something to do with the needs of the command. Soldier would like to be provided with information that would benefit him and his family in addition to the the information past along regarding the command.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
41838	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	10/5/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution 4 October 2010: The Soldier complained that he was instructed by his SL to report to meet with the First Sergeant at a unit location. When he arrived, he was notified by his SL that the meeting location had changed. When he arrived at that location, he was instructed to perform tasks associated with a detail. No meeting with the First Sergeant was ever scheduled. The Soldier believes this was a lie and wants this explained. Suggested that the Soldier meet with his First Sergeant and request clarification about the events and why there was a miscommunication. The Soldier agreed to this course of action and appreciated being able to talk about his frustration.
41841	Army National Guard	Fort Huachuca	Complaint Against WTU Chain of Command	10/5/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 4 October 2010- Soldier feels that she is being punished for no reason, Soldier had an appointment in which she missed in the AM but was able to be seen in the PM, after her appointment she was given a DA4856 Developmental Counseling which required the Soldier to call in every two hours until 7PM. She feels that like they are using her an example and thats unfair due to the fact that she has never missed an appointment until that day, an that appointment was never submitted as a missed appointment due to the fact that she was seen that afternoon.
41907	Army Reserve	Fort Jackson	Complaint Against WTU Chain of Command	10/27/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	I was contacted by SPC (b)(6) regarding a issue he was experiencing with his COC. SPC (b)(6) recieved a counseling statement from the WTU 1SG for failing to make formation on Oct 25th & 26th. SPC (b)(6) states that his car had broken down while he was out of town (b)(6) and he did not have the funds to have it repaired. SPC (b)(6) states that he informed his squad leader of the situation. When he made it back to Ft Jackson on the afternoon of 26 Oct 10, he received a counseling statement from the WTU 1SG which restricted him to his barracks for two consecutive weekends. SPC (b)(6) does not feel that he should have received a counseling statement and wants to be moved out of the WTU; either returned to duty or sent to a CBWTU.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
41919	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	11/4/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Commander revoked driving privileges for six months because of the August 4 THC positive test.
41976	Active Army	Fort Carson	Complaint Against WTU Chain of Command	9/27/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	I had an office visit from CPL (b)(6) assigned to Co. A, WTU. Soldier is requesting assistance with his CoC (complaint) in regards to his MEB. Soldier injured his back last year (2009) in an obstacle course negotiating the "Rope Climb" in preparation for BRC (Best Ranger Competition), the rope snapped while climbing falling approximately 23 feet. Soldier was seen at (b)(6) (b)(6) by Dr. (b)(6) who conducted the surgery. CPL (b)(6) (b)(6) Soldier still complains of back pain, some days are better than others and can barely bend over. Soldier alleged that his CoC has directed him to start out processing from the WTU based on Dr. (b)(6) (PCM) diagnosed because he can RTD. I will set an appointment with Soldiers Triad of care as well as the DCCS to better understand why CPL (b)(6) is not being offered an MEB.
42005	Active Army	Fort George G. Meade	Complaint Against WTU Chain of Command	10/6/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier has medical procedure at Walter Reed AMC. She does not want to be escorted by her Squad Leader. She reported that her Squad leader "violated" her privacy when he spoke w/her roommate. She also said that the Squad Leader acted "unprofessionally", when he sent 2 text messages to her roommate asking her to go out. ...(her roommate forwarded her the text messages; she showed me the text messages)
42050	Active Army	Fort Riley	Complaint Against WTU Chain of Command	11/11/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	9 NOV 10--PFC (b)(6) stopped by the office and requested assistance/guidance with being removed from 3rd PLT. He reports that he and his SQL does not get along.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
42090	Active Army	Fort Hood	Complaint Against WTU Chain of Command	12/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issues 9 December 2010: 1) Soldier's PCM changed her medication. She states that this has caused an increase in panic attacks and SI. Soldier alleges command influence in this change. 2) Soldier asserts that her CofC is preventing her from participation in her off-post therapy appointments. 3) Soldier alleges she has been improperly prevented from contacting the Ombudsman in violation of Army policy.
42112	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 10 September, 2010: Soldier request assistance with his CoC. Soldier states he thinks his CoC is talking about his personal business to civilian employees that work at the Company. Soldier states he was walking with his Squad Leader thru the Soldier Support Center when the Supply Person (A civilian) yielded from about 20 feet, speaking to his SL, asking was he the Soldier that have the "No Contact Order"? Soldier states he asked his SL how did that civilian find out about his personal business? Soldier states SL said he did not know. Soldier states he asked the SL who could he speak to in regards to what the civilian said. Soldier states the SL told him he did not know who he could speak to.
42114	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 10 September, 2010: Soldier states he needs assistance with his CoC. Soldier states his CoC removed him from the job that he has been working at for the last two years. Soldier states his Squad Leader told him he was being moved because he was seen at a civilian motor cycle shop, during duty hours, when he should have been at work. Soldier states he works at the IG office at the Special Forces Group and that the only time he went to the motor cycle shop was doing his lunch time. Soldier states he wants the CoC to show him proof about being at the Motor Cycle Shop during duty hours.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
42271	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	9/13/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	On 13 Sep 10 SM said he received he was just given paperwork notice of a pending Art 15 after he was already being punished and was sitting in the company every work day for the last 6 weeks. SM said there was a discrepancy between the counseling and what actually occurred as to where he was supposed to be, that is, he was to be at appointment when he was at the auditorium and vice versa. He also said that according to the COs guidance he was to be escorted to all his appointments and claims he was not. Soldier said he had no idea he would still be called for an Art 15 after so much time has passed and he was serving his time for previous offenses. He said if these old offenses were brought up now then he needs to have all his counselings subpoenaed and said he wanted to see the SFAC lawyer before going to TDS on 14 Sep 10.
42313	Active Army	Fort Hood	Complaint Against WTU Chain of Command	10/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 8 October Soldier was forced to sign counseling statements against his will. He is on convalescent leave and has been required to report to company area on several occasions. Such activity has impeded his recovery. Soldier alleges this is a reoccurrence passed on from previous command. Soldier states there is a systematic problem in CoC.
42322	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	10/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 7 Aug 10: SGT (b)(6) request assistance with communicating with his CoC. Soldier states SL, PSG & 1SG will not allow the Soldier to appear before the E-6 board. Soldier states the promotion counseling makes no sense. See attachment.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
42396	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/18/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution 10 Nov: Soldier states that she has a temporary profile and her commander, CPT (b)(6) refuses to sign off on it. Soldier claims Commander said if he signed off on it, then he couldn't have her pull CQ. Action/Resolution 10 Nov: Ombudsman contacted the Commander and he states he has never seen the Soldier's profile. Ombudsman reminded the Commander that regulation and LTG Cone's Memo, states if he disagrees with a Soldier's profile, he must contact the Profiling Officer to discuss what he disagrees with the profile. He then went on to state how hard it is for a CPT to contact a medical officer, i.e., (especially Majors or higher). Ombudsman then suggested to the Commander that if he was having problems contacting a medical officer with concerns over one of his Soldiers perhaps he needs to discuss that with his BN Cdr. Commander then stated to have the Soldier bring her profile back to her squad leader. Ombudsman instructed the Soldier to return to her Sqd Ldr and explain that the commander wants to see the profile.
42406	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	11/18/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 17 November 2010: The Soldier is complaining that she is being denied authorization to attend her unit's "Yellow Ribbon Ceremony". The Soldier requested time off to attend this event and is being told that she can't attend even though her HS Unit is willing to fund TDY costs. The Soldier wants to attend this event and doesn't understand why the WTU Commander is unwilling to authorize this leave of absence.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
42414	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	12/9/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE/ACTION/RESOLUTION 8 DEC 2010: Soldier spoke with Ombie concerning an incident at the Gym where another WT corrected her because she did not show her ID at the Gym for PT. The WT who was a SNCO made an on the spot correction and the she did not like it. Ombie directed her back to her Chain of Command and told her if she still felt no resolution to come back and see the Ombie. She thought that she was being picked on by one of the SQLs in the Headquarters platoon and that the SNCO was "friendly" with the SQL so he was picking on her as well. Ombie advd her to speak to her PSG and then to C2 if she felt she was being "singled" out. Soldier also states the SQL is the unit's EO representative. Ombie stated she had a number to the RACH EO if she felt it needed to be addressed with an EO Complaint. Soldier stated she would 1st try to handle at the lowest level before taking it higher. Issue closed by Ombie but will followup if needed.
42425	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	12/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 3 DEC 10: Soldier stated that she has moved four times and each time the roomo was substandard (bathroom nasty, mold/mildew, and etc.) and her COC never gives an explanation why Soldier is moving. Last move, the Soldier's roommate was a male, so they moved the male. Her current roommate smokes and Soldier had an asthma attack. Soldier asked platoon sergeant for help, but he laughed and thought it was funny. Soldier stated that a SL (not her SL) embarrassed her in front of the formation reference his Soldier. Soldier stated this should've been handled in private. Soldier wants the COC to be aware of what she's been going through for the past couple months.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
42466	Active Army	Fort Jackson	Complaint Against WTU Chain of Command	6/1/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: On 27 May 2010, SPC (b)(6) requested that I meet him at the WTU to discuss a complaint. When I met with SPC (b)(6) he stated that he had been denied leave which was due to being on 28 May 2010. SPC (b)(6) stated that he and his family had planned to go out of town. However SPC (b)(6) explained that his COC is accusing him of missing an appointment the day before as grounds to deny his leave. SPC (b)(6) states that this is an appointment that he and his wife have to attend together. SPC (b)(6) says his wife was unable to get off work in time to make the appointment so he rescheduled the appointment. He states that the counselor verified that his wife was working late with her COC and had no problem with the appointment being rescheduled because she prefers to speak with them together. Therefore SPC (b)(6) feels that his leave should be approved.
42476	Army National Guard	Fort Eustis	Complaint Against WTU Chain of Command	6/2/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	SPC (b)(6) states he does not know why he is being chaptered and have not been read for a chapter.
42540	Army Reserve	Fort Belvoir	Complaint Against WTU Chain of Command	11/18/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 18 NOV 10: Ombudsman learns that Soldier slipped and fell in her barracks room because there was no hand rails in room. Soldier has an injury that wont allow her to stand. Soldier states " They gave me a chair to sit in but I still need the hand rails to raise up on" Ombudsman addresses Soldier's concerns immediately to WTU 1SG.
42599	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	12/15/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 12/10 Warrior called me numerous times before we got together and I let him know I would not be able to see him until 12/13 that he could go to the office to another Ombi and he said no, he wanted to see me and would wait until Monday. He is having difficulty in the command and even though he knows he has been and done things wrong in the past and recently. He says he accepts responsibility, but feels that he has gotten no support a fair shake to rehabilitate. He and the spouse just want to get on with things, finish treatment and hopefully continue on as a Soldier.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
42630	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	9/10/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/action/resolution: Warrior had been involved in a incident on post. He was basically the wrong person at the wrong place. His friend was arrested, held in confinement and tried. He got time served and financial garnishment. This Warrior was extended past his retirement and he was then read an AR15 for "falsifying a statement" which he swears he did not. He can not talk to any lawyers here because it is conflict of interest, must talk to a lawyer from Hood, I told him not to do anything until he talked to lawyer, I understand he just wants to leave, but he needs to stand up for himself. They have already caused him to miss college start dates and loose a job. He went to his AR15 proceedings and the BN CDR threw out the AR15.
42658	Active Army	Tripler Army Medical Center	Complaint Against WTU Chain of Command	9/16/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: 16 SEP 2010 HHC COC is trying to transfer Soldier to A-Co. She is upset because she is very happy with the care she has received and wants to maintain her continuity of care. She is currently going through divorce and had some housing and finance problems. She had a bad weekend and her stress showed. She doesn't feel this is a reason to move her. Her medical team agrees that she needs to stay where she is for stability and reduce stress. She has not been a high maintenance Soldier in the past and does not understand this change. ACTION: There is a roadmap for her this afternoon that I will attend with her. I will meet with HHC CC to talk about issue before the meeting.
42700	Army Reserve	Fort Eustis	Complaint Against WTU Chain of Command	10/15/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 14 Oct 10 SGT (b)(6) states that her Squad Leader has been harassing her and may have performed a HIPPA Violation. SGT (b)(6) is in school to receive her CDL's and states that her Squad Leader came to her school and talked to her instructor about why she is in the WTU

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
42701	Active Army	Fort Hood	Complaint Against WTU Chain of Command	10/15/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution 15 Oct 2010: Ombudsman contacted Soldier to see how he was feeling and to see if he agreed with the Ombudsman Office facilitating a teleconference with his father and command to discuss/address his issues/concerns. Ombudsman also requested consent from the Soldier to discuss information that may be personal and sensitive in nature with his father on the call. The Soldier agreed. The following issues were addressed: 1. Caller alleges HIPAA violation by chain of command. (WSFH received 8 Oct 10) 2. Caller requests compliance with Family Advocacy Action Plan with regard to spousal support. (WSFH received 8 Oct 10) 3. Caller states Soldier alleges higher chain of command is unsupportive of Soldier's issues. (WSFH received 8 Oct 10) 4. Caller alleges Soldier receiving retaliation from chain of command for using the Wounded Soldier and Family Hotline. (WSFH 13 Oct 10) The EXSUM of entire meeting in attachments. The Ombudsman thanked everyone for their involvement in today's meeting.
42732	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	11/19/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 19 Nov 10: Soldier call the WSFH requesting assistance changing squad leader. Soldier is currently work with Ombudsman with various issues. The Ombudsman will contact Soldier and COC and address Soldiers concern.
42739	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	11/19/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Action/Resolution 24 Nov 10: Coordinated meeting with CoC and CW2 (b)(6) concerns were addressed; issues were resolved and Soldier states that he feels a relief. CoC understands what the Soldier is trying to accomplish and they are willing to ensure a smooth transiton. CW2 (b)(6) has agreed to keep CoC updated with any changes and/or concerns that come about. No further concerns for the Soldier.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
42748	Active Army	Fort Riley	Complaint Against WTU Chain of Command	11/19/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: 18 NOV 10--SGT (b)(6) telephoned pretty upset that with his recent Command's approval to move from the barracks to a place off post, his PSG telephoned the housing unit representative and told them that SGT (b)(6) does not meet the criteria to reside off post and receive full BAH. ACTION: 18 NOV 10--I telephoned the housing unit rep (b)(6) and she reported that the documents she was provided more than supports SGT (b)(6) request to reside off post and receive his full BAH. She also confirmed that SFC (b)(6) telephoned her and noted that he would be providing her with documentation that conflicts with SGT (b)(6)
42801	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	12/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	GT (b)(6) telephoned pretty upset that with his recent Command's approval to move from the barracks to a place off post, his PSG telephoned the housing unit representative and told them that SGT (b)(6) does not meet the criteria to reside off post and receive full BAH. ACTION: 18 NOV 10--I telephoned the housing unit rep (b)(6) and she reported that the documents she was provided more than supports SGT (b)(6) request to reside off post and receive his full BAH. She also confirmed that SFC (b)(6) telephoned her and noted that he would be providing her with documentation that conflicts with SGT (b)(6)
42809	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	12/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier states that he is being harrassed by his squad leader. He states that the squad leader calls him consistently wanting to know where he is and when he will return to his place of duty or formation. Soldier left his work area and went back to his room because he was sick and the squad leader had a problem with that. Soldier states that he is required to work an 8-hour day, but understood that he was to work only 4 hours maximum per day.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
42838	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	9/20/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	SGT (b)(6) is Cadre in B Co. of the WTB. He called to report a situation where the XO (CPT (b)(6)) of the WTB addressed the Company formation on Friday 17 Sep 2010, and informed the Soldiers in formation that the Army didn't owe them anything, and that they were doing them a favor by lettig them in the unit. Apparently this was in response to Soldiers not wanting to contribute for a gift to someone that is departing the unit. SGT (b)(6) is concerned about retaliation, and has asked not to be identified by name. I assured him that I would not reveal his name. ACTION: I contacted the WTB CSM, he is going to meet with me at 1300hrs to discuss the issue.
42876	Active Army	Fort Riley	Complaint Against WTU Chain of Command	10/15/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	SPC (b)(6) reported that his platoon sergeant said some things to him today that he did not like, and also spoke to the Soldier in a harsh manner. 2. SPC (b)(6) wanted help in contacting members of former commands to ask for memos to support his PEB appeal.
42971	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	12/3/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 1 Dec 10: Soldier requested assistance with another WT medical information being access while on staff duty. Soldier states that during a conversation with another WT she learned that while that WT was on staff duty with SSG (b)(6) (NCOIC, WTC) that SSG (b)(6) access that WT medical information. Since the incident WT has no lost trust in chain of command. Soldier stated that she discussed the issue with SSG (b)(6) and he was disrespectful. Soldier stated that she addressed the issue with MAJ (b)(6) OIC, WTC) clinic and was informed that SSG (b)(6) was the NCOIC, WTC and could access Soldier information.

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42981	Active Army	Fort Stewart	Complaint Against WTU Chain of Command	12/7/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>removal was a precaution for an incident that happened 3 months ago. Spouse wants to know why Soldier is being pulled out of their home now. Spouse stated there are no valid grounds for removal of the Soldier from his home. Spouse stated that 3 months ago she had woke her husband from a dead sleep when he was having a nightmare, and he grabbed her.</p> <p>
BACKGROUND #2: Spouse stated they had informed his Psychiatrist of the incident and nothing was done. Spouse stated Soldier was to go to WRAMC for further testing for his medical issues, but an Administrative problem prevented him from going. Spouse alleges this incident may have caused medical issues to escalate. Spouse states Soldier was placed in WTU in JAN, 2010 with ongoing medical issues with no set diagnosis.
BACKGROUND #3: Spouse stated she had gone to Soldier's SGM about the administrative error and believes her husband has been removed from the home and placed under mandatory 72 hr hold with no contact because of it.</p>
43005	Active Army	Fort Drum	Complaint Against WTU Chain of Command	12/9/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>P/C from soldier(crying) she was reporting that she was returned from Afghanistan due to a foot injury. She states that she arrived and 2 days later had surgery, form there she went on 30 days con leave and yesterday she came off of con leave and was told to pack her "shit" because she was going back to her unit. out of the WTU. She explained that she has another surgery scheduled so why out of the WTU?
P/C to SR NCM to question the move. NCM reports that her injuries are maintainable at the unit rear D and that the Wounded Warrior Support Center would follow and track her case.
P/C I called the soldier back and explained to her how the transfer was going to work. And in fact that she was not being thrown under the bus. and as a Medic she would be able to track her case with the WWSC NCM. I asked if she now understood the process she reported that she felt much better now and did not feel like a burden. I explained that I would talk to the SQD LDR's 1SG</p>

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43014	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	9/20/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	PFC (b)(6) called and requested to see me regarding issues that she was having with her Squad Leader and Platoon Sergeant. She had seven pages of notes and concerns that she had logged. ACTION: I took the listing of issues that the Soldier had provided to me to 1SG (b)(6) 1SG for A Co, for her review, and possible resolution. 17 Sep 2010: Resolution: PFC (b)(6) was moved to a different
43071	Active Army	Fort Carson	Complaint Against WTU Chain of Command	10/19/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	I received an office visit from SFC (b)(6) assigned to Co. B, WTU requesting assistance with ongoing issue with his CoC. Soldier has claimed that on several occasions his CoC have made decisions on his behalf ie. cancelling his surgery appointment, and cancelling his convalescent/emergency leave. Soldier has expressed his frustration and feels his is being singled out and would like to be treated like a Senior Noncommissioned Officer that he his. I will set an appointment to see LTC (b)(6) (Cdr,WTB) or SGM (b)(6) (CSM, WTB) on 18 October 2010 and investigate further on this matter.
43108	Active Army	Fort George G. Meade	Complaint Against WTU Chain of Command	11/22/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action-23 November 10: Soldier left a Power of Attorney w/ his PLT SGT in Germany to ship his 1997 Dodge Intrepid to the US,(March 2010). He requests assistance in getting his car. Soldier was stationed in Baumholder, GY. He reports that he was pending a medical board and was assigned to the WTU. He broke his hip, and was "rushed" to the US. Soldier sent email to the PLT SGT, no response yet. I requested a copy of the email message. I will make contact w/ombudsman in Germany and the PLT SGT. Obtained name and number of PLT SGT and Squad Leader in GY.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
43149	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	12/8/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution 2 December 2010: Soldier's grandmother died and she is flying home for the funeral. She is also scheduled to take leave on December 12 through January 4. She asked for her leave to be considered emergency leave and give her the full week then extend the leave to bridge the gap between her first leave and the beginning of her already scheduled leave. She said the plane ticket was \$1200 she did not have and she did not understand why she has to come back for a few days only to leave again on the 12th. I asked about her leave status and she indicated by the time her second leave was over she would have the requisite three days leave in the bank. She felt the decision had no merit and they did not understand ot care that her grandmother raised her. I contacted Captain (b)(6) and asked him to review his decision. I explained the Soldier would be willing to knock a few days off the tail end of her leave to help bridge the gap between leave periods. CPT (b)(6) indicated he would discuss with her PL and call the Soldier. I followed up with CPT to obtain the response to the request and he said the Soldi
43177	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	9/23/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	23 Sept 2010 Issue: Soldier was in Portland for the weekend and found out about a friends Remembrance ceremony that was to be held on Monday. Soldier texted squad leader and asked to stay. Soldier was told to come back to WTB and report. Bottom line is that he did not after several texts and conversations. Soldier came back on 1st train avail. (soldier does not have vehicle). He is now being flagged and not allowed to go on leave. I spoke to 1SG about this issue and she states that he was told to report for 1st formation and that the command would help him get to the ceremony. (Soldier states that this was never conveyed) 1SG states that because soldier never answered the phone and only responded via text message. Soldier's punishment will stand. He can make a statement when the CDR reads his UCMJ

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
43371	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	9/29/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	>Soldier's mother contacted me to discuss numerous issues she and her son are experiencing. According to mom, COC here is not responding to her son's needs, are wrecklessly chaptering him, and not taking care of his BAH issue in a timely manner. Soldier states he agrees with his mother's assessment. I am in receipt of several documents from the Soldier's mom regarding complaints she filed during his stay at Ft. Carson. I am reviewing the issues and then will come back to this one after I assess the validity of the issues underlying their general assessment regarding COC.
43376	Active Army	Fort Riley	Complaint Against WTU Chain of Command	9/29/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: SPC (b)(6) reported that he feels angry at his WTB BN CDR and CO CDR because they will no longer allow his wife to stand next to him in formation, or be physically next to him all of the time in the company area. She can be with him in the SFAC, the gym during PT, the parking area, the company waiting area/lobby, and the BN wating area/lobby. I offered to set up an appointment for him to meet with the WTB BN CDR to tell the BC his side of the story; he declined.. I offered to set up an appointment to meet with the IACH/BDE CDR and/or CSM; he declined.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
43397	Army Reserve	Fort Bragg	Complaint Against WTU. Chain of Command	10/21/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier requested assistance with utilize the BN commander open door policy. Soldier states that he spoke with MAJ (b)(1) (XO, WTB) and was not able to address the concerns. Soldier states the he wanted to use the open door policy to discuss his REFRAD. Soldier states that he went on leave without a copy of his leave form because CPT (b)(6) (Co CDR) verbally told him his leave was approved. Soldier states he met with the CPT (b)(6) because his CM informed him that she wasn't going to initial off his leave. CPT (b)(6) stated that he was the approving official for leave and asked the Soldier some questions and informed the Soldier that he could go on leave. Soldier states that he received a text while on leave (out of country) stating that his leave was disapproved. Soldier states that he spoke with CPT (b)(6) while on leave and was informed that if didn't matter if it was one day or three days he was AWOL. When Soldier returned from leave he found out he was being REFRAD.
43480	Active Army	Fort Bliss	Complaint Against WTU. Chain of Command	11/29/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution 19 November 2010: The Soldier is complaining that his Squad Leader (SL) is failing to inform him about all information that concerns benefits and programs, etc related to the WTU. According to the Soldier, he does not report to duty or formation and is home unless he is at an appointment. The Soldier did attend Newcomer's Orientation and is unwilling to contact the SL to request this information at any time. The Soldier believes that the SL should only contact the WT Soldier and not the other way around. Suggested that the Soldier utilize his NCO Support Channel/Chain of Command to address his complaint. The Soldier has not yet voiced this concern to his SL. The Soldier was very upset by this recommendation and walked out.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
43512	Army Reserve	Fort Benning	Complaint Against WTU Chain of Command	12/13/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 13 December 10: SGT (b)(6) states that she had to sign a counseling statement for not saluting the Co XO. SGT (b)(6) states that she was standing and speaking with the CSM. Her hands were holding food and she could not salute. The CSM, the ranking Soldier, saluted the Co. XO. Later today she was called in the office to receive a counseling statement for not saluting. She stated that the CoC is trying to use anything against her.
43575	Active Army	Fort Hood	Complaint Against WTU Chain of Command	9/23/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 21 Sep 2010- WTU chain of command- Soldier reports that he has been restricted to his room for weeks after being arrested for accusations his wife made against him, resulting in his incarceration. states he is not allowed to go to his church or anywhere and the judge told him that he was not being charged with anything because his wife is only making things up to get him in trouble. States the command says his wife feels threatened so they have no choice but to restrict him. Asked to see his Cdr on ODP and no one ever let him see the Cdr. Action/Resolution: 21 Sep 10- contacted Bn Cdr and advised Soldier had not seen Bde Cdr on ODP as requested. Saw Bde Cdr that day. Soldier was restricted to post, not room and can go to church on post (he wants to go off post). He has a civil charge pending and wife still feels he is a threat. Cdr will reassess situation each week.

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43764	Active Army	Fort Sill	Complaint Against WTU. Chain of Command	10/25/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE/ACTION/RESOLUTION. 20 OCT. 2010: Soldier spoke with Ombie about the lack of compassion and concern from SQL SSG (b)(6) Soldier was scheduled for surgery this morning in OKC (75 miles away) and called yesterday concerning needing transportation. Soldier stated her SQL knew in advance when her surgery would be and also the fact that she needed transportation but it was her that had to call, the day before and no coordination had been made. The morning of the surgery, Soldier reported to CQ for the duty driver and was told by him that he was just informed this morning that he had to take the Soldier as well as another Soldier to OKC. Soldier was very upset and felt that her COC let her down by not making prior arrangements. Usually Soldier has her husband or mother by her side during surgery but Soldier's husband has PCS'd to Ft Hood and her mother was unable to come from CA. Ombie addressed the concern during the TRIAD meeting and 1SG stated he would take care of the issue for future appointments. Issue closed by Ombie but will followup if needed.
43797	Active Army	Fort Carson	Complaint Against WTU. Chain of Command	4/1/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	referred by (b)(6) the Spouse of a Soldier, the Soldier's Mother contacted me to assist in her son's case with the WTU leadership and post Command. Her concern was that she perceived that her son's ailment in his in-patient status was being aggravated by the wavering stream of information, indecisiveness and unexpected visits by agents and the Command. I re-assured her that I have followed her son's case since its first mention from her email. We verified my knowledge base and began with her current concern. I proposed a plan of action to contact her son and remain available for any concerns, advisement or ease of suspicion.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
43814	Active Army	Fort Hood	Complaint Against WTU Chain of Command	4/1/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	WTU chain of command- Soldier reports that he had a job interview set up and an appt for VA housing and had submitted leave form but was denied due to being flagged for investigation. Feels he is being punished before being found guilty. The appts were last week but he is just interested in finding out if this is within his rights. Action/Resolution: 29 Mar 2011- Advised Soldier of regulatory guidance for flags and that regular leave can be approved when flagged. Contacted Bn CSM to find out if there is a reason (ie misconduct, high risk behaviors) that Soldier was denied leave. She states that it would have been appropriate to let him go on leave and will talk to the command about their decision making processes.
43843	Active Army	Tripler Army Medical Center	Complaint Against WTU Chain of Command	2/9/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	9 FEB 2011 ISSUE: Soldier came to see me today regarding his CPT form that he needs to fill out. His complaint is that the last time he filled it out his squad leader made negative and hurtful comments based on what he said. Filling it out is causing him anxiety because he fears that she will be critical again. She has approached him several times to get it completed. He is requesting that he fill it out after his SL change and that she not be allowed to "validate" it. ACTION: Tomorrow I will talk with Lt (b)(6) to get his guidance on issue and advise Soldier accordingly.
43850	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/10/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 10 Feb 11: Soldier is requesting assistance to meet with CSM (b)(6) (CSM, WAMC) for an update on his status. Soldier states that he has asked SL and PLT SGT for an update of his status but no one is keeping him informed. Soldier states when he asked his CM she refers him back to the chain of command. Ombudsman Battle briefed Soldier on what she was informed about the chapter moving forward.
43861	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	2/14/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 14-Feb-11: Soldier complained that this weekend he was called back to unit because other Soldiers failed to call in. He believes this was a form of mass punishment that should have been handled differently.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
43889	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	4/6/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier reports to my office frustrated and complains that the Chain of Command is out to get her; according to the Soldier she has been counseled because she cancelled her appointment and rescheduled it for another day because she went to dental sick call. Soldier reports that she informed her NCM the night prior that she has been experiencing tooth pain and that she needed to be seen by a dentist. The Soldier also reports that she has no one to take her child to the daycare in the morning because her husband's (who is also a Soldier) schedule has changed and he has to report to work by 6:00AM
43912	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/6/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 4 Apr 11: Soldier requested assistance with being able to obtain regular meals. Soldier states he is on a control movement order and must be escorted everywhere he goes.
43913	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/6/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier requested assistance with being allowed to go see IG. Soldier has to be escorted and was inform that he has to give a 48 hours notice.
43951	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/15/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 14 February, 2011: Soldier request assistance with his CoC. Soldier states his CoC moved him from one location to another because he is considered a High Risk Soldier (All Soldier classified as High Risk were moved to a new location). Soldier states now he is having difficulty getting to 0630 formation because the new location is farther from the location of the 0630 formation. Soldier use to walk to the 0630 formation. Soldier has a vehicle, but does not feel comfortable driving that time of day because of the medication he is taking. Soldier feels he should not have been moved and would like to move back to where he was moved from.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
43971	Army National Guard	Fort Sam Houston	Complaint Against WTU Chain of Command	1/3/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Warrior seeking Ombudsman assistance in ascertaining why he was pulled back off of Con Leave. Warrior underwent surgery on 1 Dec 10 and the physician recommended 30 days Con Lv which the Bn Surgeon and COC approved. On 23 Dec 10, Warrior received a call directing him to return to Ft Stewart. Upon return no one was available other than his Sq Ldr who informed him all he was aware of is the the Warrior was supposed to remain at the SDO area over the long weekend. Warrior left and returned home on Christmas Eve. He was arrested for desertion on 27 Dec 10 and his Sq Ldr/Plt Sgt picked him up and brought him back to Ft Stewart. Warrior is undergoing extreme difficulties with his spouse and has filed a "Protection Order" on to prevent any further contact from her or to his COC or anyone else. He feels the unit leadership is not supporting him and he wants to know why and what is going on.
44025	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/15/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Soldier request assistance with his COC. Soldier states his CoC moved him to a new location/building because he is considered High Risk (All High Risk Soldiers were moved). Soldier states he has been diagnosed with PTSD and TBI which is causing him trouble adjusting to the new location. Soldier states he has only slept 10 hours in the last five days. Soldier states the new building has camaras throughout and bars on the windows, which is having a negative affect on his medical condition. Soldier states he feels closed-in and closophobic. Soldier request to be moved to a location that would better suit his medical condition.

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44047	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/6/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Soldier and Family Member requested assistance with being interrogated by his SFC (b)(6) (PLT SGT) about his pending civilian charges. Soldier states that SFC (b)(6) told him he needs to tell her where the prescription pads and pen were. Soldier stated that SFC (b)(6) stated she knows what the inside of his house looks like. Soldier states that she has never been in his house and believes she is referring to pictures that were taken by civilian authorities. Family Member stated that SFC (b)(6) stated there was a warrant for her arrest
44065	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/7/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Action 6 Apr 11: Soldier requested assistance with having medical diagnosis being changed so he can be recommended for an OTH Chapter. Soldier stated he was diagnosis with PTSD and it has been changed to malingering. Soldier has received a field grade article 15 and was reduced in rank from SSG to SGT for faking PTSD.
44090	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	4/7/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Soldier would like to report anonymously; according to the Soldier there is no active duty liaison to check in on Active Duty Soldiers while they are receiving care at the WTB. The Soldier reports that the National Guard Soldiers receive visits from the State Sergeants Major and Reserve Soldiers receive visits from the Regional Readiness Command. The Soldier complains that there is no representation from the Active Component side of the house and she would like for someone to check in on the Active Duty Soldiers once in a while. The Soldier also complains that she feels the Reserve and National Guard Soldiers receive better treatment and are allowed to stay in the WTB longer than the Active Duty Soldiers. The Soldier reports that she works in the office with the Battalion staff and feels they are trying to send all Active Duty Soldiers back to their units. The Soldier is requesting that someone other than the WBAMC CSM/WTB CSM speaks with the Active Duty Soldiers during the Town Hall Meetings.

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44109	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	2/16/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		<p>2.11.11 Issue: SPC (b)(6) wants to change Platoons because he is having issues with his Squad Leader, SFC (b)(6). He states since his last Squad Leader departed (SFC (b)(6)) the Cadre has been harrassing him and making his life miserable. These are some points of the conversation:</p> <p>Sleep issues - Squad Leader calls or texts him all day; when he calls at night he cannot get back to sleep. Therefore he is up all night which causes him to be sleepy during the day.</p> <p>Depression - One of the diagnoses in his MEB</p> <p>MOU fell apart two weeks ago; no feedback on what is going on. Apparently there is an issue with the CSM and the 1SG over who SPC (b)(6) is to report to where his MOU is contracted. So he does not have a structured day to keep him occupied and therefore the sleep prevails.</p> <p>Requests to change platoons; SFC (b)(6) is disrespectful comes into his room and empties his personal items out of his drawers. SPC (b)(6) feels there is no disrespect from the Cadre; and feels there whole purpose is to harrass the soldiers. If he doesn't answer his phone, then the CQ is pounding on his door yelling at him to open the door and come downstairs to talk to the Squad Leader.</p> <p>Told by SFC (b)(6) that he has to "play his game; it is his way or no way". Doesn't feel there is any type of mentorship from the NCO Cadre; it is a constant giving orders.</p> <p>Did not follow the policy for sick call and was given an on-the-spot correction of writing a 150 word essay. SOLDIER states he did not know the sick-call policy; although he has been in the WTB for over a year.</p> <p>Understands he is a "high risk" soldier; does he need to get text messages all day asking him what is he doing?</p>

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44138	Army National Guard	Fort Stewart	Complaint Against WTU Chain of Command	2/17/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Issue; Date 17 Feb 2011, Warrior has requested assistance in reference to his Chain of Command restraining him to the barracks because they have classified him as a "High Risk" Soldier. Warrior stated that he lost his medication and for that reason alone he was placed in the high risk program. Warrior feels that he is being hassled by his Unit Chain of Command for no reason. Warrior's Mother called in also because she feels that her son is being singled out for no reason; she stated that her son is there for PTSD and some other mental issues so it is possible that he could have lost or misplaced his medication. But that is no reason to punish him for something that he can not remember. She is requesting that her son be treated like a patient and not like a healthy Soldier which he is not.
44177	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	1/9/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		vious experience with the Ombudsman Demographics: B Co. SL SGT (b)(6) NCM MAJ (b)(6) Issues: Soldier has been speaking to me regarding several issues over the past three weeks. Until Wednesday, he did not give me permission to speak with anyone about the issues as he needed be ok with it first. 1. Soldier feels his privacy was violated because he was referred to ASAP after learning he had a DWI just after demob. 2. He had a verbal shouting match with 1SG (b)(6) in Dr. (b)(6) office where 1SG threatened to fight him. 3. He states his triad has no idea what is wrong with him even though he has been diagnosed with PTSD. 4. First he was not broke enough to be here, and then they drop the MEB onhim before he has a chance to get better. 5. Has a DWI court date and wants the WTB to keep him here and provide a notice stating that he can't attend his court dates until he is done receiving treatment. Actions: 1

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44183	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	1/10/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		ISSUE: (Dec 2010) SSG (b)(6) is a WTB-AK squad leader. I met with (b)(6) approximately 3 times during the month of December regarding his concerns that statements he provided to the CDR were now being used maliciously by the CDR, the WTB-AK surgeon, and A Co. WTB-AK PA, for UCMJ action against one Soldier and REFRAD action against another Soldier. More pending.
44184	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	1/10/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		ISSUE: (4 Jan 2011) SGT (b)(6) stated the unit recently implemented 0630 PT formation which interfered with SGT (b)(6) ability to sleep. He stated he only sleeps between 0430 - 0630 daily. I advised SGT (b)(6) I would coordinate with the COC and review his profile limitations and meds at which point I will meet again with SGT (b)(6)
44211	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	2/16/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Issue/Action/Resolution 16 February 2011: The Soldier utilized his Chain of Command/NCO Support Channel and requested consideration for approval to have a service dog assigned based upon several medical conditions. According to the Soldier, he was notified that his request was disapproved because other Soldiers failed to clean up after their animals. According to the WTB Commander, this was not the reason for disapproval. The Soldier does reside in WT Barracks. No local policy has been established. The MTF CG and Installation Commander are aware of these issues and have apparently temporarily suspended further actions for Soldiers being supported by service animals. Met with the WTB Commander/CSM to advise them of the complaint. A determination was made to have the Soldier screened by the WTB FRSA which will result in a recommendation to the command for consideration. Currently, the WTB Commander is awaiting further guidance from higher regarding service animals and associated matters. The Soldier was notified and referred to the FRSA, but continues to be dissatisfied with this outcome.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
44213	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/16/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		16 Feb 10 ISSUE: Soldier alleges Chain of Command (CoC) is insensitive to Soldier's medical treatment. Soldier alleges Nurse Case Manager (NCM) is being insensitive to medical treatment. CoC has cancelled the Phase I physical scheduled for 3 FEB 11. Soldier alleges that CoC is doing a Chapter 5-8; Family Care Plan to care for 8 year old daughter in lieu of starting the medical board process. Waiting for the Phase I Physical to be rescheduled. Soldier had an appointment for a therapeutic injection into her left foot and the CoC cancelled the appointment. (b)(6) the Ombudsman did assist in the shot issue, but never resolved the issue. Soldier alleging that NCM is stating that Soldier is not informing or discussing treatment as results of appointment outcomes. Soldier alleges that NCM is going to CoC instead asking Soldier about her status and treatment
44220	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	2/17/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Issue 16 February, 2011:Soldier request assistance with his CoC. Soldier states his Squad leader informed him that he would not receive a retirement award upon leave the Warrior Transition Battalion. Soldier states he is scheduled to Medically Retire 24 February, 2011 and he feels he should receive a retirement award.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
44240	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	2/18/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		<p>Multiple issues regarding both the WT Leadership and the polices which the soldier are expected to follow:

1. 24hr Duty required by WT soldiers - why are the soldiers pulling the duty and the Cadre are on the duty roster for "on call" purposes only?

2. SFC (b)(6) was on duty and received a phone call from squad lead asking him where he was for morning formation; his response "Sergeant I am pulling SDNCO". The Squad Leader said "Oh" and hung up.

3. SFC (b)(6) got off the 24hr duty at 0830; got another call from the squal leader at 1100 asking him about some administrative paperwork. He reminded the Squad Leader that he had only gotten about 3hrs sleep and this was his "sleep day" since had pulled SDNCO and had gotten off that morning. Again the Squad Leaders reply was "Oh, I forgot".

4. The NCO states it is okay for the Cadre to forget; however if the soldier is late or forgets one appointment it is an immediate counselling statement. Three missed appointments results in a Summarized Article 15; and if you miss three Physical Therapy appointments you are "kicked out of PT".

SFC (b)(6) states the climate toward the WT soldiers is a lot to be desired. He states there is an absence of respect from the Cadre, coupled with a dehumanizing attitude toward the WT soldiers; especially the junior enlisted.

He is going to push this issue up the chain and wanted my feedback if I thought this was the direction which he should be going. I informed him that his was one of many complaints about the WT Cadre; and I suspect the WTC IG Team will hear a lot more. I informed him that I have asked to speak to CSM (b)(6) ABMC Command Sergeant Major to discuss</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
44309	Active Army	Fort Hood	Complaint Against WTU Chain of Command	4/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		11 Apr 11 Issue/Action/Resolution: Soldier assigned to the WTB and states that while he was on ER leave he had to call in every day. Soldier states his father was had Triple Bypass and had to call while visiting him at the hospital. Soldier upset that he has to call in every day to check in. Soldier is a CPT and states that he is going on pass and had to be counseled to go on pass. Soldier feels the WTB creates a more stressful environment by doing so. Ombudsman asked Soldier if he had addressed his concerns with his command. Soldier had not done so. Ombudsman spoke with BDE CSM who stated that it is policy to counsel Soldiers prior to their pass/leaves. It is also necessary for them to make contact each day via phone for accountability for the well-being and safety of the Soldiers assigned to the WTB. Ombudsman advised Soldier to speak with his 1SG/CDR and BN CDR if needed about his issues and concerns and gave him a copy of the policy letter for leaves and passes signed by the BDE CDR.
44327	Army National Guard	Fort George G. Meade	Complaint Against WTU Chain of Command	2/18/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Junior enlisted soldier, w/complaint that his Squad Leader is "harassing" him. -he reports that his squad leader told him that he had to move out of the barracks b/c he lives in Baltimore. - that his SL complained that he just have a few things in the room. Soldier met w/ his PLT SGT; PLT SGT did not tell him to move out of the barracks. Soldier is on leave starting today, 14 Feb-28 Feb. He wants to put "issue" on hold until he returns. Advised the soldier to keep track of phone calls or requests from his squad leader. I will speak w/squad leader, reference soldier's concern. Follow up w/ soldier after 28 Feb.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
44442	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/24/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier and Family Member requested assistance with finding out why Soldier was call off leave and place given a control movement order. Soldier states that he received a call around 1900 hrs on 17 Feb 11 and was told to report to the unit in one hour. Soldier stated that when he reported he was informed that he was confine to on post for medical issue. Soldier states that he has his received his DA 199 and is waiting on orders to be released from the Army. Family Member is very upset and states she doesn't know anyone here. Family Member is concern about her job if she doesn't have anyone to babysit on Saturday (19 Feb 11).
44483	Army National Guard	Fort Campbell	Complaint Against WTU Chain of Command	2/9/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	aller alleges that Soldier received poor medical care while at Ft Campbell Warrior Transition Unit (WTU) at Ft Campbell, KY. Caller stated that Soldier was informed by Social Work Supervisor (b)(6) that medical treatment would no longer be continued for him. Caller stated also that no other appointments with mental health providers would be made available as well. 2. Caller alleges that basis for pending UCMJ charges against Soldier by Chain of Command (CoC) are inaccurate. Caller alleges that Soldier was treated unfairly by Chain of Command.
44536	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/24/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier request assistance identifying the status of him receiving a Field Grade Article 15. Soldier was read the first part of the Art. 15 to him by his Battalion CSM and told to go see Trial Defense. After Soldier spoke with TDS, he requested to speak to the Hospital CSM about the Art. 15 because he felt a Field Grade was to extreme for what he was being charged. After speaking to the Hospital CSM, Soldier was told the Art. 15 was being relooked. That was three weeks ago and Soldier states he has not heard anything from his CoC about the Art. 15

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
44591	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	1/19/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	18 Jan 11 ISSUE: Unit wants Chapter 14-12B for incidents that happened in 2009, SM is in final stages of MEB. Unit not interested in Soldier's treatment and care. Spouse states SM is in MEB for PTSD and TBI, dictation has been received then will meet w/PEBLO for review. SM is on sleep and pain medication and sometimes is unable to make formations. Spouse states when she addressed her concerns about SM's treatment and Chapter, the chain of command, PCM and NCM told her to "stay out of military business". Spouse states she spoke to Patient Advocate and was told to contact Ombudsman. When she contacted Ombudsman (b)(6) spouse was told to contact Pt Advocate. Spouse states she has spoken to Ombudsmen (b)(6) and (b)(6) (b)(6) and they were no help. Spouse has contacted her Senator and has filed a Congressional.
44595	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	1/20/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 18 Jan 11: Soldier requested assistance with being read a field grade article 15 that states he is faking PTSD. Soldier states that he has been diagnosis with chronic PTSD. Soldier states that he is in the MEB process for chronic PTSD.
44601	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	1/20/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 18 Jan 11: Soldier requested assistance with clarification on profile. Soldier states he has been diagnosis with a tumor in his jaw and is being seen by MAJ (b)(6) (Oral Surg). Soldier profile written by MAJ (b)(6) (Dental clinic) stated that Soldier is only allowed 15 minutes outdoors when colder than 40 degrees not for formation, but to go from vehicle to workplace. No outdoor formation when below 40 degrees. Soldier profile written by Dr (b)(6) (PCM, WTB), stated that Soldier is not able to be exposed to temperatures below 40 degrees more than 15 minutes.
44703	Active Army	Fort Carson	Complaint Against WTU Chain of Command	3/1/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 20 Feb 11, Case was referred from MEDCOM Medical Assistance Group to (b)(6) and as requested I've initiated action; (b)(6) requested assistance for her son, with potential negligence in care and therapy, legal actions and safeguarding his care and career interest.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
44709	Active Army	Walter Reed Army Medical Center	Complaint Against WTU Chain of Command	3/2/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 2 March 2011: Soldier contacted Ombudsman for assistance with a WTU issue. Soldier stated that her COC is having a Triad on Thursday and she is requesting Ombudsman presence. Soldier stated that she is affraid of negative results from the meeting and needed Ombudsman support to ensure that the decisions made are fair to her. Case Continuing
44738	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	1/6/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 6 Jan 10: Soldier requested assistance with filing a formal EO complaint. Soldier states that he informal SSG (b)(6) (Co EOL) that he would like to make a formal EO complaint. Soldier states that SSG (b)(6) has not scheduled him an appointment to speak with EOA.
44756	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	1/7/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 7 January 2011: Soldier reports that he is very frustrated with the way his Squad Leader is treating him according to the Soldier his Squad Leader has been very disrespectful towards him. Soldier alleges that the Squad Leader yells at him and treats him as if he is ignorant; according to the Soldier this is very stressful for him and this treatment is causing problems between the Soldier and his Spouse. Soldier is requesting that I meet with him and his Squad Leader regarding the mistreatment. Currently the Soldier has an acting Squad Leader, and reports that he has to answer to both Squad Leaders, which is causing a great deal of conflict. Soldier reports that if he cannot be treated with dignity and respect he would like to be move to another squad.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
44762	Active Army	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	1/14/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>ISSUE 14 JAN 2011: Soldier came to my office very upset with the Balboa WTU Chain of Command. Soldier stated that he feels that the CoC is out to get him, because he is a bit overweight, and they want to place him on the Overweight program. Soldier stated that he was a prior Nurse Case Manager at (b)(6)</p> <p>(b)(6)</p> <p>(b)(6) Prior to that surgery the Soldier stated that he was flagged, for being overweight and failing the TAPE test, Soldier said he could not be promoted to Major because of this. After having several problems with the Irwin WTU CoC, the Soldier was moved to the Balboa WTU to finish his care. The Soldier stated that he had been given a weight and tape by the WTU, and found to be 4% over his max allowable percentage, and was told by the Commander that he would be placed in the program</p>
44840	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	1/9/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>oldier wants to be reassigned to another Company. He feels his command team is targeting him. He states he is threatened with punishment for issues caused by his medical conditions such as his inability to make formation. He has PTSD, TBI, Depression, Back, Shoulder, hip orthos conditions. The medications he takes keep him from showing for formation especially when he was having a migrains. He states he has an arrangment with his PL that when he has a migraine he just has to text so he does not have to drive in for formation. He states he does not know why, but he did ot make formation, his PL received the text but they are now making im stay in barracks for two weeks. He states this is just one issue among many. He is not being treated like the rest of the WTs.</p>
44843	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	1/9/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>ISSUE: (22 Dec 2010) SPO (b)(6) stated she feels certain members of the WTB-AK chain of command have not been forthcoming regarding transfer eligibility and the status of her transfer request.</p>

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44906	Army Reserve	Fort Sill	Complaint Against WTU Chain of Command	12/27/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier spoke with Ombie about PSG not allowing him to do a light-duty job because he is needed on CQ. Soldier pulls CQ during the evening shift and is having difficulty sleeping and then making appointments the following day. Soldier has already mentioned his concerns with the 1SG and Commander. Ombie recommended Soldier use his Chain of Command further and request to see the RACH CSM. Soldier stated he would do that and let the Ombie know the outcome. Ombie will follow up with the Soldier PSG.
44941	Army National Guard	Fort Jackson	Complaint Against WTU Chain of Command	1/24/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	On 20 January 2011, Dr. (b)(6) (BH) and (b)(6) (social worker) came to see me in reference to concerns they have with PV2 (b)(6) and his COC. Dr. (b)(6) had referred PV2 (b)(6) to me but wanted to tell me his specific concerns before I met with PV2 (b)(6). In effect, Dr. (b)(6) felt that the WTU COC was not being sympathetic to PV2 (b)(6) need to be home to take care of his wife and child. PV2 (b)(6) wife was ill (Flu) and PV2 (b)(6) was give a doctor's note which stated that the wife would need someone to care for her and the WTU COC would not allow PV2 (b)(6) to care for his wife and child. Additionally, Dr. (b)(6) stated that PV2 (b)(6) was given 48hrs Qtrs but was afraid to inform his COC because he felt they would not adhere to the Qtrs excues. Also, Dr. (b)(6) stated that PV2 (b)(6) needed to have an appt scheduled with (b)(6) PV2 (b)(6) came to see me later in the day and basically informed me of the same information provided to me by Dr. (b)(6) and (b)(6)

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44979	Army Reserve	Fort Belvoir	Complaint Against WTU Chain of Command	3/4/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>oldier alleges his profile is being violated and that his Command retaliates against him every time he calls the WSFH. Soldier has called the WSFH numerous times.. Soldier states that ¿no one¿ has been able to ¿fix the problem¿ yet he cannot pinpoint the problem. Soldier stated he was heavily medicated while speaking to me and he was very aggressive. Soldier has 23 years of service as a Reservist who has been in the WTU for two years.. Apparently the Soldier has a new platoon leader who is making him do PT and that is a violation of his profile. (b)(6) is very familiar with this case but the Soldier does not want us to contact the ombudsman nor his Command, he wants us to contact the ¿General.¿ Soldier states he has been to the DCCS, CID, IG and nobody can help him.</p>
45021	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	1/9/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>oordination with COC, MSC, and other personnel pending.

(b)(6) EMAIL: "I was shocked yesterday to hear that (b)(6) 1st. Srg. (b)(6) attempted to either cancel or re-schedule (b)(6) VA appointment with (b)(6) (b)(6). Very disappointed and completely outraged. I don't understand why (b)(6) would feel a VA appointment can wait. Can you share any insight to this? I don't know how much you know or heard but apparently (b)(6) was in a class that is held on Tuesday/Thursday's and no one told (b)(6) about the appointment and the platoon Sgt. stopped into the class and inquired as to why (b)(6) was not at his appointment? (b)(6) then explained he was not aware of the appointment since no one informed him of it. It turns out in confirming with (b)(6) (b)(6) that the 1st. Class Srg. (b)(6) felt it was not necessary for (b)(6) to be at this appointment and emailed Spc. (b)(6) asking if the appointment can be re-scheduled/canceled."</p>

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45031	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	1/13/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: This is a repeat case. The Spouse was very upset and concerned that her husband was going to harm himself. The Spouse stated that another wounded warrior called her this morning and stated her husband stated he was going to harm himself. The Spouse feels that her husband is under extreme harassment and discrimination from his Command as he is an Iraqi American Soldier. The Spouse stated the Soldier has a text message from his PLT SGT saying "In Jesus Name amen." The PLT SGT knows the Soldier is Muslim. Spouse states the only treatment her husband has received for his TBI is speech therapy. Spouse did state there is a no contact order in place as she did admit that her husband kicked her when his PTSD was "acting up" and she called the police "to get him help not to get him in trouble," but she also admitted there was communication between them.
45125	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	3/8/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution: Soldier stated that he is currently in the MEB process, but he was told by his CDR that he was going to terminate his MEB and initiate a MMRB. The Soldier stated that he ask why? The Soldier stated that he was told by his CDR that if he is able to go skiing then he should not be in the MEB Process. The Soldier stated that occupational therapy encourage them to participate in the trips because it is therapeutic and a part of their healing process. The Soldier stated that he thinks that he is being picked on because of the trips. I spoke to the Soldiers CDR, it was a misunderstanding, and he has no intention of trying to pull the Soldier out of his MEB. I also spoke to the PEBLO officer that is process this case. He explained that the CDR would have to have valid reason to stop the MEB process. Attempting to stop the MEB process is not a common practice for CDRs. The Soldier was at ease after I shared this information with him

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45138	Active Army	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	1/14/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Soldier stated he had another issue beside the main one listed. The Soldier stated that he was told he would have a job while he was here, by the CoC.. The Soldier stated that he did not want to work because he wants to put his time into healing and feels he would not get that if he had to work 4 hours a day and attend appointments. Soldier stated that he would rather go to school instead.</p> <p>ACTION 14 Jan 2011: After speaking with the Soldier I spoke with the Soldiers NCM. She stated that the Soldier had agreed to do the Job. She showed me her notes from the Unit scrimmage showing that the Soldier stated he would work because he did not want to further his education. I explained to her that the Soldier told me something different. She stated that they got him this job to help keep him busy and because the Soldier is a nurse that it would help his career. After speaking with the NCM, I and spoke with the Commander about the issue and explained to him what the Soldier had stated.</p>

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45142	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	1/14/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>The Spouse had left a message on Ombudsman's phone stating that the COC (CO CDR, ISG & NCM) had gone to 5E (Inpatient Psychiatry Floor) and threatened her husband with an ART 15 for being disrespectful. Action/Resolution 14 Jan: Ombudsman called the Spouse and asked what was going on and she reiterated the above. She felt this was retaliation for her calling the Wounded Warrior Hotline. Ombudsman listened to her as she became very emotional and was crying. Ombudsman asked her to stop crying and Ombudsman would go see the Soldier and talk to him, to get to the bottom of the situation and take appropriate steps. Ombudsman spoke with the Soldier and he stated that his COC of had come to see him yesterday and threatened him with an ART 15 for disrespect to a NCO. He stated that the PLT SGT had started the incident by telling the Soldier to "shutup." Ombudsman spoke to the CO CDR, MAJ (b)(6) who stated they had gone to see the Soldier and yes, told him about the ART.15. In fact he was going to send his sqd ldr up to counsel him today. He asked if I had any suggestions. I asked, couldn't the counseling statement wait until he has been discharged from the hospital. The answer was yes, they would wait. When I talked to the Soldier about this and told him if he gets a counseling statement, then he has the right to disagree with it. He stated he understood.</p>

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45145	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	1/14/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier stated that his COC laughs at him and the other Soldiers within the unit because of their illnesses. The Soldier stated that when his COC came to 5E Inpatient Psychiatry Floor on 13 Jan, when they were leaving - he noticed they started laughing. The Soldier stated that suicide is no laughing matter. The other part of his issue is the receptionist at the orderly room has a Bible on her desk and everytime, she sees him she stops what she is doing to run her hand over her Bible. He feels this as some sort of mockery. As a result, the Soldier wants to be moved to a different Company. Action/Resolution 14 Jan 11: Ombudsman spoke with MAJ (b)(6) BN CDR after talking with the Soldier about these concerns and brought these issues up. MAJ (b)(6) stated that he would look into all the issues and concerns before making the recommendation to the BDE CDR, COL (b)(6) to move the Soldier. Ombudsman has discussed this with the Soldier.
45219	Active Army	Fort Benning	Complaint Against WTU Chain of Command	1/20/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 20 January 11: SPC (b)(6) is requesting assistance to be allowed to attend an appointment for his wife. SPC (b)(6) stated that he and his Squad Leader reviewed his appointments. The Squad Leader noticed an appointment for his wife. He told SPC (b)(6) that he can attend the appointment if the physician of his wife give him permission to attend. He and his wife went to the physician to get the paperwork for his attendance. After he brought the paperwork back to the Squad Leader, he was told he will get an answer in about an hour. The Squad Leader called back to inform him that he has to attend mandatory training. He said he very upset because the Squad Leader, in his judgment, lied to him. He told him that he wants to meet with the 1SG on the open door policy. (b)(6) told me that this appointment is very important because it will determine the future of having children.

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45232	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	1/28/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 25 Jan 11 SPC (b)(6) requests assistance with her leave request. SPC (b)(6) called distraught believing that she has been "humiliated" and that "no one cares about her health". SPC (b)(6) states that she fell on ice while on pass in NY and aggravated an existing injury. She went to the emergency room, had an MRI, and was diagnosed with cervical disc herniation to the neck, and prescribed flexiril and percocet. She states that she called her Chain of Command and Triad and did not receive caring assistance. She states that she was told to get back to Ft. Eustis.
45258	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/10/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 8 Mar 11- Soldier states he was suppose to be starting his terminal leave on Saturday after 3 years in WTU, but was just informed that he will not be allowed to clear because they are conducting a 15-6 investigation regarding his awards. Doesn't understand and feels this is harassment as they waited all this time to do it. Action/Resolution: 10 Mar - Contacted Bn Cdr who states that the discrepancies in his awards were discovered when they were researching for his retirement award and that they could not ignore this. Soldier was advised that he needs to wait for the results of the investigation and if it extends beyond his discharge date, he will be extended.
45259	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	3/10/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 9 March, 2011: Soldier request assistance getting an appointment to see the Hospital Commander. Soldier states he requested thru his Squad Leader and Platoon Sergeant to see the Hospital Commander on the Open Door Policy. Soldier states he waited several days, but did not get a response back in regards to his request from the CoC. Soldier met with the Hospital CSM previously, but feels nothing has been resolved from that meeting. Now, Soldier wants to speak to the Hospital Commander.

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45285	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	3/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	11 March 2011. ISSUE: SGT (b)(6) came in for assistance because he is having difficulty with his Squad Leader and assistant. He states that he missed an appointment with his Social worker on Monday 7 Mar, and over slept this morning, and his Squad Leader is threatening to recommend lifting a suspension of an ART 15 from Nov 2011. The Soldier also reports some unprofessional conduct by the same NCOs above, as in them making statements to the effect that he is doing sexual favors with another Soldier for medication. He also reports that when Soldiers mention going to the Ombudsman, IG or other places for assistance, that the NOCs offer that thier names should be spelled correctly. Additionally he states that his platoon Sergeant was over heard to say that the Soldier is just milking the system. ACTION: I contacte the unit 1SG foer assistance with the issues that have been raised by the Soldier.
45377	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	3/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 10 Mar 11 SPC (b)(6) requests to move out of her room or have her roommate move. SPC (b)(6) states that her current roommate is the second high risk soldier to move into her room and she does not feel that she should have to "babysit" this soldier when she is in the WTU to heal herself. She states that her roommate makes it hard for her to sleep because her roommate sits in a chair rocking all night and that her roommate is suicidal. She states that she stays awake all night in fear of her own safety. Due to her own Behavior Health diagnosis she states that this situation has added an abundant amount of stress. She states that she has brought this situation to her chain of support without success.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
45378	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	3/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 10 Mar 11 SPC (b)(6) requests to move out of her room or have her roommate move. SPC (b)(6) states that her current roommate is the second high risk soldier to move into her room and she does not feel that she should have to "babysit" this soldier when she is in the WTU to heal herself. She states that her roommate makes it hard for her to sleep because her roommate sits in a chair rocking all night and that her roommate is suicidal. She states that she stays awake all night in fear of her own safety. Due to her own Behavior Health diagnosis she states that this situation has added an abundant amount of stress. She states that she has brought this situation to her chain of support without success.
45384	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	3/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 11 March 2011: Soldier request assistance regarding her profile; according to the Soldier and her mother, the Neurologist placed the Soldier on a profile which read that the Soldier will not work and she will be evaluated for in home care, due to seizures. The Soldier reports that she does not mind working however she is requesting that she does not work in the First Sergeant's office. Soldier reports that she has been working in the First Sergeant office and this makes her uncomfortable.
45458	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	3/15/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 3/14 the Warrior is having extensive communication issues with his SQD LDR and there are issues surrounding his care, PTSD and his fathers health.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
45494	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	3/17/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>SPC (b)(6) sustained her injury in BAasic Training Janurayr 2008; she was MOB two weeks after AIT. She was REFRAD in Aug 2008, May 2009 she was cleared fro deployment. She was deployed Oct 2009, and sustained a reinjury Dec 2009. She was Evacuated from Iraq 29 April 2010 with bilateral pelvic and knee fractures. Her MEB was initiated 25 May 2010; she is a single-parent and had been diagnosed with severe PTSD and TBI and up until just recently she was required to pull a 24hr duty. Her PTSD and TBI has resulted in short-term memory loss/retention.

SPC (b)(6) has been experiencing significant issues with her 1SG (1SG (b)(6) it is her belief that he is targeting her and other females in the Company. She states there is a EEO Complaint which has been filed by a group of females identifying females issues with the First Sergeant.

According to the soldier there was never communication from 1SG (b)(6) when he took over the company of any changes in policy from the previous 1SG.</p>
45572	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	3/15/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Soldier has a meeting with 1SG (b)(6) he wanted to meet with CSM (b)(6) but he was TDY. Soldier has an ongoing issue regarding a legal matter at home and he wants the WTB to write a letter to the court denying leave so he does not have to go to court regarding his DUI, and now a warrant for failure to appear. All along the Command Team from LTC (b)(6) down stated he could go home to take care of his legal issues, the Soldier stated he would not. Soldier wanted me present for the meeting along with his battle buddy 1SG (b)(6) LTC Chaplain (b)(6) MAJ (b)(6).

Brief summary of the events of the day:
1SG (b)(6) began to counsel the Soldier on his conduct and that he would not be receiving the document he requested. He went further to issue 2 counseling statements: 1. To go home and resolve the warrant, because we can not place him in an inpatient facility for his PTS if he has an outstanding</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
45645	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	1/26/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 25 January 2011: Soldier expresses his frustration with his Chain of Command; the Soldier alleges that he has been sleeping on his First Sergeant's office floor since December 19, 2010. Soldier reports that he is currently being chapter out of the military due to his abuse of cannabis; according to the Soldier he has severe PTSD, chronic Agoraphobia, and Major Depressive Disorder. Soldier also reports that he had a neck fusion and reports that sleeping on the floor has increased the pain he has been experiencing in his neck. Soldier is requesting to sleep in his room.
45686	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	1/26/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 26 January, 2011: Soldier request assistance getting assigned a different Squad Leader. Soldier states his current SL talks down to him and does not treat him with any respect. Soldier states this has been going on for some time now. Soldier states he has talked to the Platoon Sergeant and 1SG about the issue, but they have done nothing to address it. Soldier states they both are the rank of SSG and he understands her position, but feels she still should treat him with respect also.
45687	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	1/26/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 26 January, 2011: Soldier request assistance identifying why he received a Field Grade Article 15. Soldier states initially he was told he was getting a Company Grade, but then it was switched to a Field Grade. Soldier is charged with Disrespect to an NCOIC (Squad Leader) and missing an appointment. Soldier feels a Field Grade is too harsh of punishment for the offenses.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
45746	Army Reserve	Fort Belvoir	Complaint Against WTU Chain of Command	3/17/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 17 MAR 11: Ombudsman receives call from Soldier asking to meet with the Senior leaders of Hospital to address medical and Administrative concerns. Soldier states " I have issues with how come the medical system in this hospital does not connect with other medical systems when a Soldier goes to the Emergency Room to seek treatment. I also have concerns with the WTU Leadership concerning my profile and I would to speak to someone who can address them both" Ombudsman sets up meeting with Hospital CSM and admin POC 21, and 22 Mar to address/discuss Soldier's concerns. Soldier is aware of both meetings.
45845	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	3/28/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: On 28 Mar 11 Soldier mentioned that his SL has stood in formation and said he does not care what their ranks are and the amount of decorations and awards on the uniform and SM said as a SFC he has been disrespected on several occasions by the SL who is a SSG. SM said he understands the SSG's authorized position as a WTU SL, but has noticed the SL has also displayed some disregard to Soldiers of senior rank. The comments and attitude by SL was verified by a SGT in the same platoon as SM.
45881	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	1/31/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 31 January 2011: The Soldier is complaining about his WTU Commander. According to the Soldier, the commander is singling him out and may be initiating improper counseling which he fears will lead to chapter action. The Soldier is requesting to be reassigned to the other company within the Battalion.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
45962	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	1/7/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: On 7 Jan 11 Soldier asked if it would be possible for him to change WTU Companies, but as he was so close to being discharged then changing platoons may be easier. He said it was because he felt he was having some problems with SL that at times he felt was "knot-picking" at him. Soldier said that he was pending to go on a hunting trip this weekend which was planned about 2 months ago and believed he was still going to get some flack from his SL although he was cleared by his PCM and NCM. Soldier was a double amputee and said he was discharged and released from the CFI in preparation for his medical discharge. SM said he felt a bit pressured to get a job in the interim by his SL/COC.
46061	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	1/31/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 31 JAN 11: Soldier stated that he was promised a cadre position by all in his chain of command/NCO Support Channel to later find out that all the slots have been filled. Based on the strong confirmations from his seniors, the Soldier tailored his post-REFRAD to what he was being told and the assurance that this would happen. The Soldier is concerned because he has leased a house in the immediate area with the option to buy. The Soldier is scheduled to have a meeting with the WTB BN Commander and CSM. Initially, the Soldier wanted Ombudsman support, but later recanted his request because he did not want to appear as being "us against them" and he didn't want any defenses to go up. He stated that he was a little nervous, but he preferred to discuss his situation with the command without Ombudsman support. I told the Soldier that I would be standing by if he changed his mind or needed my assistance immediately but to let me know how the meeting went. He said he would.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
46075	Active Army	Walter Reed Army Medical Center	Complaint Against WTU Chain of Command	3/23/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 22 March 2011: Soldier was referred to this Ombudsman by the Intensive Out- Patient Psychiatric Clinic, Ward 53 for assistance with a problem of neglect by the Chain of Command. Soldier discussed her background history that caused her to need treatment. Soldier was previously on Ward 54 as a result of suicidal ideations, anxiety and major depression. She has been prescribed medication to help her deal with her mental health problems. Soldier has been in the OP Psych Clinic for therapy one and a half weeks. Soldier reported that her medication is sedating, causing her to be very sleepy, caused her impaired judgment and problems functioning. Since Soldier was released from Ward 54 she has to commute from her residence on Ft Meade, MD to WRAMC on a daily basis.
46087	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	3/23/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	PC (b)(6) states there is no respect rendered to soldiers in the WT; it is a form of punishment. No empathy from the Cadre...some Cadre has never been deployed. Respect is not given from the cadre; dressing down in front of other soldier and leadership; emphasis put on the word "Specialist" by the 1SG during this "dressing" down conversation. Constantly being told "you don't know how easy you have it here"; no empathy by cadre. Feels this is a "punishment being assigned to the WTB"; not a place for Warriors or their families to heal and transition 25 Dec 2010 - Only given a couple days notice scheduled for duty on Christmas 4 Jan 2011 - Received phone call to be on post ASAP; then told "this is to let you know we can do this just because" we (Cadre) can.7

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
46109	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	3/25/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 23 March, 2011: Soldier request assistance with his CoC. Soldier states he received a Field Grade Article 15. Soldier excepted the ART 15 and was given 21 days extra duty, forfeiture of pay (\$500), and reduction in rank, which was suspended. Soldier states he submitted an appeal to the ART 15, which IAW AR 27-10 states, "if Soldier does not receive a response to the appeal after five calendar days, Soldier can request in writing that the punishment is stopped until Soldier receives a response to the appeal. Soldier states he submitted his request in writing to his CoC, but he was told to continue the extra duty.
46119	Active Army	Fort Carson	Complaint Against WTU Chain of Command	12/23/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: 22 December 2010; I received an office visit from SGT (b)(6) assigned to Co. C, WTU requesting immediate assistance. Soldier was very frustrated, and angry. SGT (b)(6) started to express his frustration in regards to his CoC. During the conversation Soldier experienced what seemed to be an anxiety attack (crying in desperation) saying that he can never any help from his CoC (SFC (b)(6) PLT SGT/SSG (b)(6) Squad Ldr). Soldier was admitted (b)(6) for 40+ days for anger management and was released two (2) days ago, Soldier contacted his CoC to coordinate pick up at 0900 hrs the day of discharged but they did not show up until 1400 hrs. Due to the late pick up, Soldier could not get his meds in time therefore having to wait to the next day. I told the Soldier I would help him and proceeded to contact his Triad of Care/Leadership.
46139	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	1/13/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 10 January 2010: The Soldier was notified by his WTU Commander to relocate into the barracks immediately. The Soldier currently resides off-post in an apartment complex and pays rent IAW a lease agreement. The Soldier is able to comply with the Commander's instructions; however, he is also required to comply with the lease agreement. The Soldier is requesting assistance with options related to what might be done to address the lease agreement as moving into barracks will not change his financial status.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
46162	Active Army	Fort Hood	Complaint Against WTU Chain of Command	2/3/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	WTU chain of command- Soldier reports that he was told by the Bde Surgeon that profiles are only recommendations and the III Corps Policy on profiles is not pertinent to WTU. His psych profile was rewritten by his PCM and took away his limitations to not report to work until 9 and he was told he just needs to take his meds by 2100 and it won't be an issue. His telepsych provider advised they can't change a psych provider's profile without consulting with them and LTC (b)(6) told him she knew nothing about it. Action/Resolution: 21 Jan 11- Contacted Bde Surgeon who said he was ordered to review all profiles for appropriateness. Contacted Chief of Psychiatry to see if he was aware and he was not and refused to contact Bde Surgeon about the miscommunication because "he doesn't work for me".
46200	Active Army	Fort Hood	Complaint Against WTU Chain of Command	4/4/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	WTU Chain of command- Soldier reports that he submitted leave form on 21 March and yesterday SL told him the paperwork was too late to submit for 1-14 Apr leave. He asked to talke to Cdr but he was out. Very frustrated as his wife and kids are upset with him for never coming home and blame him. Action/resolution: 31 Mar - Contacted 1SG who states Soldier did not submit on 21 Mar and kept changing mind on dates. Advised 1SG that it is his son's birthday and very important to him. 1SG states Soldier has done this before. Soldier denies that he didn't put it in on time and states SL sat on it and didn't process. 1SG agreed to give Soldier a 4 day pass instead.
46224	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/4/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 01 Feb : Soldier requested assistance with being counsel for violating policy letter #30. See attachment. Soldier states that he did not make an appointment he went and spoke to the provider because he has been give different information about medical test that was requested.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
46237	Active Army	Tripler Army Medical Center	Complaint Against WTU Chain of Command	2/4/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	dier is very upset with the way his SL (b)(6) is treating him and is requesting a new one. He is also unhappy with his NCM whom he does not trust. Soldier has personality disorder and is currently being Chaptered out of Army. He gave several examples of SL's alleged lack of respect for him as a human being and as a patient. He sights instances where she has screams and yells at him and threatens him with military action unjustly. He states LT (b)(6) is aware of issue and may support him. He feels that the situation has deteriorated to the point of hindering his transition and healing process. He came close to tears several times and said he feels harrassed and hopeless. Yesterday he told social worker that he hates his SL so much that he may not be responsible for his actions.
46276	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	12/21/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 2 Feb 11, Soldier called office stating that her pass was disapproved by Battalion Commander because she is considered high risk. PV2 (b)(6) states that she has not done anything wrong and should not be considered high risk. She feels like the COC has it out for her. She really needs to get home because her husband has been locked up and he family member need a power of attorney, get kids registered in DEERS and a lot of other things. Soldier states she has not been able to go home and be with family members since being placed in the WTU.
46396	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	2/10/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 2 Feb 11, Soldier called office stating that her pass was disapproved by Battalion Commander because she is considered high risk. PV2 (b)(6) states that she has not done anything wrong and should not be considered high risk. She feels like the COC has it out for her. She really needs to get home because her husband has been locked up and he family member need a power of attorney, get kids registered in DEERS and a lot of other things. Soldier states she has not been able to go home and be with family members since being placed in the WTU.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
46401	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/10/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 09 February, 2011: Soldier request assistance identifying the outcome of his meeting with the WAMC CSM, in regards to his complaint about the WTU's CoC. Soldier requested to see the WAMC CSM on the Open Door Policy, to address an issue he has with his CoC. Soldier received a Field Grade Article 15 for missing an appointment and disrespect to his Squad Leader. Soldier talked to the WAMC CSM because he felt the punishment was to severe.
46440	Active Army	Fort Stewart	Complaint Against WTU Chain of Command	3/31/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Warrior presents requesting assistance feeling COC is not supporting her. She is going to school full time and it being to she has to work also. CDR Policy Ltr No 28 states "a WT enrolled in 12 semester hours or more in a classroom course is consider a full-time student and not required to work at all." The Co CDR's have overall approval and will handle exception on a case by case basis. She had met with the CO CDR yesterday concerning this and because she only attends class on the weekends in Augusta he felt she didn't meet the parameters as outlined in Policy 28 and would be required to work some days. She feels she is being singled out and this is unfair. Also she feels she cannot speak to her SQ LDR/PLT SGT because she believes that have told the CDR that she is a "jacked up Soldier." She understands Soldier responsibilities and just wants to be treat equally as other Warriors. She believes their are double standards for the Warriors. She also mentions she is afraid that after this they will try to take away her CPL stripes. She states she is on a standing promotion list. I informed her I

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46449	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	3/31/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: Soldier alleges that WTU is not sensitive to her medical condition. Soldier states that Cadre (Warrior Leaders) are making insensitive comments in front of others about her medical condition. Soldier stated that she has mentioned this to her CoC but they have not done anything about it. Action: Ombudsman spoke with Company Commander regarding the issue. Commander was already in the process of addressing this issue. Commander had Soldier write a statement and Commander is researching the accusation. Ombudsman to follow up next week.
46468	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	4/1/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	7 March 2011 Demographics: B Co., 501st Signal Battalion, North Dakota Guard, Phone (b)(6) Referral: Poster ISSUE: Met with Soldier and his parents. He was being accused of forging a document and has several C2 issues. He believes they are unyielding and deliberately not moving forward on an issue regarding a debt the Army is recouping. He was paid BAH and the Army said he was not entitled to it while he was in theater. He had it reviewed and the office of general council is waiting for his remission packet to take action. He has no money, living in barracks, and feels his commander is doing this intentionally. ACTION: After getting complete background, Mom and Dad wanted to meet with LTC (b)(6) and sound off about the forgery charge. I also called the state Notary office to confirm the signature and name of the Notary was indeed a notary. Meanwhile, I am reminding the Soldier to maintain his bearing as he was exceedingly agitated, and not reducing his anger level in preparation for the meetings. So much so, I was going to ask him to stay outside while his parent met with the BC as he could potentially sabotage his situation if he can not keep in check. When we arrived at the BC office, I was called in ahead. The BC said the Soldier had not shown up for a meeting this afternoon he had scheduled with his company commander. Explained I was not aware of a missed meeting and asked if we could meet with the Co. Commander first and see if we can straighten it out with her before attempting to resolve the parents' issue. BC agreed. Met with CPT (b)(6) 1SG (b)(6) and MAJ (b)(6) (S1 OIC). The Soldier had an extremely hard time with the conversation. He is worried about a wrong

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46470	Active Army	Fort Benning	Complaint Against WTU Chain of Command	1/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		(b)(6) is requesting assistance in receiving information about her husband from the Squad Leader. (b)(6) states that over the holidays her husband was not feeling well. After a series of test it was revealed that her husband's cognitive functions was not operating to capacity. He failed 4 out of 5 cognitive test. She and her husband had a meeting with the Bn CDR, CSM, the B Co CDR and 1SG. The summary of the meeting was that the B Co. CoC is to keep (b)(6) informed of any information pertinent to her husband. The Squad Leader and Platoon Sergeant was not present at the meeting. According to (b)(6) the Squad Leader states that he will speak with her husband and not her.
46474	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	1/13/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Issue/Action/Resolution 13 Jan 11: Issue 13 Jan: (b)(6) stated the problems started with the unit making the Soldier come to formation and do PT when he hasn't done PT since 2009. The Soldier takes 5 medications for sleep, how can he possibly get to formation and do PT at 0630 hrs. Action/Resolution 13 Jan: Ombudsman explained how the process works and further explained that Ombudsman did not have a copy of the Soldier's profile to review, but would find out. Ombudsman then called CPT (b)(6) who obtained a copy of the Soldier's profile and it clearly states that the Soldier must have 8 hours of sleep. Ombudsman then contacted (b)(6) back and explained that the amount of sleep required of the Soldier was on his profile. Ombudsman also explained that Soldiers are required to do PT within the limits of their profiles and no more. (b)(6) explained that her husband has trouble getting to sleep. Ombudsman explained that Soldiers are expected to take their medications early enough, so they can get the amount of sleep that is needed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
46506	Active Army	Fort Riley	Complaint Against WTU Chain of Command	2/8/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Tuesday afternoon, 08 February 2011 ISSUE: SPC (b)(6) reported that he has a "no-formations" profile. He reported that he missed a Class A inspection of which he was not informed, as a result, his WTB SQL and PLT SGT are now making him attend formation in violation of his profile. SPC (b)(6) reported that this was the 2nd Class A inspection in a row that he missed because he not told about it.
46557	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	6/7/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		7 Jun 11 ISSUE: Soldier alleges Chain of Command insensitive to medical condition. Soldier states she was diagnosed with severe PTSD due to childhood trauma in 00 while station in Germany. Soldier alleges she has been in the WTU since MAY 10 stemming from her severe PTSD along with neck and upper back injury sustained while playing an organized sport with fellow Soldiers. Soldier states during a meeting with her 1st SGT on 10 DEC 10 her PTSD was triggered and she had an outburst towards her 1st SGT. Soldier alleges since the outburst she has been treated unfairly from CoC as well as medical physicians.
46594	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	6/13/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Issue 13 Jun 11: Soldier requested assistance with meet with CSM (b)(6) (CSM, WAMC) to address her concerns about her signature being forged and retaliation for calling the Wounded Warrior Resource Center. Soldier stated while at TDS she notice that a document had her signature that was not signed by her. Soldier stated that she called the Wounded Warrior Resource Center and later that day she was given a written reprimand about an incident that happen in NOV. Soldier is schedule to ETS on 27 Jun 11.
46602	Army National Guard	Fort Dix	Complaint Against WTU Chain of Command	6/23/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE/ACTION 20 JUNE 2011: Soldier presented complaint regarding a Commander Intent Letter written by the WTU Commander that was submitted with the Soldiers MEB. Soldier claims the Command has ill intent towards him and would like the letter to be changed. I gathered many details surrounding this complaint and from my vantage point it seems the Command is justified in the wording of this letter. none the less I am making contact with the Commander for investigation.

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46632	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/8/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 7 Jul 11: WTB who wishes to remain anonymous has sought Ombudsman assistance whether a Soldier can be forced to purchase T-shirts or made to wear their uniform improperly. Soldier stated that the cadre stated for WTB O'day Soldiers will wear O'day T-shirts (must be purchased), WTB T-shirts (must be purchased) or wear their ACUs inside out.
46665	Army National Guard	Brooke Army Medical Center	Complaint Against WTU Chain of Command	4/21/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	On 20 Apr 11 as I was visiting unit on another case Soldier insisted("Sir I really need to talk to you now!")that I stop and said she had to move away from the Co area. I asked the Soldier if she had been helped by other Ombudsman(had seen SM speaking to other OMBs in past)to which she mentioned 1 previous and 2 current Ombudsman. So I told SM that I will need to refer her back to them to follow up on issues she was having. Soldier said she wanted me to talk to her Chain of Command on how they were treating her;I said 'They have harrassed her in reference to her profile as they have a problem with the hat she uses. She said the hat was made specifically to accomodate her profile. Although it was originally ACU pattern she died it black as COC said per her profile recommendations she needed to be in PTs'. I discussed SM's plight with other Ombudsman that had resolved the SM's profile issue and then let SM know it was been taken care of. Later on 20 Apr 11 SM called me to the billets office while being accompanied by former SM (b)(6). S

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
46727	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/6/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Isseu 5 May, 2011: Soldier seeking assistance requesting to be assigned to another company because of the way he feel his Company Commander treats him. Soldier feels his Commander along with other members of his CoC are bombarding him with things without giving him time to absorb them. Soldier states he has been diagnosed with severe PTSD, depression, anxiety, and he just returned from 28 days of inpatient care. Soldier states the Commander talks down to him and she is causing him a lot of stress. Soldier states he does not want to have any contact with her. Also, he feels she has made some bad judgment decisions in regards to his safety. I advised him to speak to his CM about the stress he is feeling ASAP. He said he has been speaking with his Social Worker.
46762	Army Reserve	Fort Stewart	Complaint Against WTU Chain of Command	6/9/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 8 Jun 11: Warrior presents requesting assistance with getting the COC to place him on "home care". He states all efforts on his part have failed. He states his wife was just diagnosed with epilipsy and that her physicians states that someone must be with her at all times. He feels that he should be allowed to stay home with her pending his MEB processing. I spoke to him about the work/education program and I recommended he go to school full time which would provide him ample time to be home. He doesn't want that. I asked him if he had gotten a physicians letter to the effect of him being home to take care of his wife and he said "they can see everything in the computer". I asked him about CBWTU and he doesn't want that. Then I remembered his MEB process which ruled him out. I told him I would speak with his CDR to see what could be done to help him.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
46779	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	6/13/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: 13 June 2011 WTU Soldier has concerns about his Platoon Sergeant. Soldier claims his Platoon Sergeant denied his request for a weekend pass and did not notify him until the day before his pass was to begin. The Soldier was scheduled to be with his daughters. The Soldier claims the platoon sergeant cancelled his pass based on a comment from the Soldier's Nurse Case Manager. Soldier claims he will be put on CQ duty by the Platoon Sergeant if he complains about anything. Soldier claims the Platoon Sergeant told him he needed to stay in the barrack to rest. Soldier is requesting to change platoons or even be moved to another Company. Soldier feels the Unit does not care about Soldiers.
46823	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	7/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution 27 June 2011: Demographics: B Co. SSG (b)(6) SFC (b)(6) Referral: previous history Soldier states the command is unfairly targeting him and his pass was rejected and they are making him take leave for the 4th of July weekend. Requested information from MAJ (b)(6) B Co commander, and she provided the following dialog: ----- Original Message ----- From: (b)(6) MAJ RES USA MEDCOM MAMC Sent: Friday, June 24, 2011 05:10 PM To: (b)(6) MSG RES USA MEDCOM MAMC Subject: RE: SGT (b)(6) (UNCLASSIFIED) Classification: UNCLASSIFIED Caveats: NONE That is correct - it is a mileage pass to Spokane. I normally would have no issues signing 1SG but as far as I have been briefed weekly at TRIAD this SM has been non compliant with securing an MOU. Now maybe we (you and I) should talk with the SM and or SFC (b)(6) Maybe the SM is doing something unknowest to us but as it stands now I will not support if he has not secured an MOU.
46831	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 8 Apr 11: Family Member requested assistance with receiving a response from her concerns that she emailed to CSM (b)(6) WTB, CSM) and (b)(6) (WTB Para legal).

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46852	Active Army	Fort Dix	Complaint Against WTU Chain of Command	4/21/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	oldier is a former WTU Soldier who was sent through the PDES system and found to be 20% disabled. Soldier seperated from the military approx 3 months ago and still communicates with other Soldiers still assigned to the WTU at West Point. I received the following email from the Soldier over the weekend: (b)(6) (b)(6) As you may know I am out now, but still remain in contact with a number of wounded warriors at west point. I am growing more concerned daily with the things I am hearing about the command climate. There have been continous reports of squad leaders withholding critical information from the soldiers. I have also learned of illegal activites being covered up for cadre and medical staff
46859	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/21/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier requested assistance with being allowed to take leave. Soldier is schedule to have brain surgery on 6 May 11 and had requested leave from 25 Apr - 3 May 11. Soldier is a single parent and is requesting leave to take her son to family members at FT Campbell. Soldier was informed that her leave was denial because she has an appointment schedule for 27 Apr 11 at 1000 hrs. Soldier spoke with PLT SGT and informed PLT SGT, if possible she would like to change her leave dates to 27 Apr 11 after appointment until 3 May 11. P

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
46864	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	4/26/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier said that he would prefer to have a different Squad Leader because he believes his SL has not been able to help him. For example, SM cites that since 14 Feb 11 the packet to transfer the SM to BAMC and also to extend SM's Retirement date was supposedly complete. However, on numerous occasions since then particularly in the last week or so the SM has noted that is not the case. Per NCM SL has been telling 1SG that the SM knew that there was more paperwork to be done, but claims SM did not do it. The SM stated that the SL has been telling SFC that it "was not his place and this is not how we do things here" and would inform SM once he receives something from BN. Soldier has annotated where SL(SSG) has failed to keep SM informed and help Soldier with either getting an extension on his Retirement date due to SM doing MEB process still and also his attitude in SM's mind has been disrespectful and not that of a professional NCO.
46865	Army Reserve	Fort Benning	Complaint Against WTU Chain of Command	4/26/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	LTC (b)(6) is requesting assistance in getting her pass turned into leave. LTC (b)(6) stated that she receive a phone call that her mother was sick. She needed to go home to Virginia to attend to her mother. Originally, she was not allowed to attend. She did not have a Red Cross message to substantiate her leaving. She had appointments to attend to during the time of her pass. She stated that the Co CDR did not want her to leave. She spoke with the BN CDR and was given a pass. She was under the understanding that if she needed more time, she would be allowed to stay longer. She was not allowed to remain in Virginia. She had to return for her appointments. She was upset because her Case Manager did not cancel her appointments.
46887	Other	Fort Sam Houston	Complaint Against WTU Chain of Command	5/10/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 5 May 11: Instead of the staff of the WTU having affairs with each other, member's spouses, other soldiers, and nurse case managers, etc...TAKE CARE OF THE WOUNDED WARRIORS!!! That should be the only focus of the unit, not their personal agendas. This is very unprofessional and disgusting.

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46924	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	5/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 10 May 11: Soldier requested assistance with the return of his personal journal. Soldier states that he informed his CM that he had a journal and his CM asked him to bring it in to assist with his medical issues. Soldier states that he was informed that his journal was given to Company commander and has been asked to write a sworn statement. Soldier states that he released his journal to the CM for medical reason it was not to be released to anyone else
46925	Other	Fort Bragg	Complaint Against WTU Chain of Command	5/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier who wishes to remain anonymous sought Ombudsman assistance with the way SGT (b)(6) is being treated by SL (SSG (b)(6)). Anonymous Soldier stated that SGT (b)(6) has spoken with 1SG (SFC (b)(6)) about how SSG (b)(6) has been treating him and since then the anonymous Soldier states that SSG (b)(6) has increased her harassment of Soldier. Anonymous Soldier stated that SSG (b)(6) would ask for SGT (b)(6) report to office and when Soldier report SSG (b)(6) would not be there. Anonymous Soldier stated that SGT (b)(6) would be held an additional 30 minutes after formation has ended. Anonymous Soldier stated that SSG (b)(6) talks down to SGT (b)(6). Anonymous Soldier stated that he is concern about SGT (b)(6) state of mind.
46931	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	5/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	The Soldier is complaining that she is being billed for \$576.00 for lodging due to the WTB withholding a barracks room for approximately 24 days (15 April - 8 May 2011). The Soldier is reflected on a CO-ADOS with an end date of 21 April 2011. She was placed on MRP-E orders, effective 15 April 2011. According to the Soldier, she occupied barracks between 4-8 May 2011. The Soldier is being processed for REFRAD, but is refusing to pay the lodging balance. Lodging states that DFAS will be notified and will garnish the Soldier's pay for the balance. Lodging did agree to forgive 10 days of the bill at the request of the WTB CoC. The Soldier believes that the WTB failed to billet her appropriately and that the unit should pay the balance owed to lodging.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
46934	Army Reserve	Fort Sill	Complaint Against WTU Chain of Command	4/12/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE/ACTION/RESOLUTION 8 APR 2011: Soldier spoke with Ombie about her concerns the Squadleader is not respecting her Rank as well as not being compliant about HIPAA guidance. She also what policy guidance in hand as to how the WTU determines who is high risk and once the Soldier is high risk can the Soldier be communicated with as to why someone says she is high risk. Issue close but will followup if needed.
47023	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	7/13/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	hone call received from (b)(6) regarding lack of communication, inappropriate use of text messaging, and failure of the Company Commander to keep her promise to proxy clear SSG (b)(6) (b)(6) in summary the following actions transpired beginning 30 June. (b)(6) sent a very detailed email which is attached to this issue. 30 June - SSG (b)(6) SFC (b)(6) and MAJ (b)(6) met mid-morning to discuss his transition out of the WTB. The soldier has a school date to attend MI School, report date is 13 Jul 11. His orders had not been received by the WTB; he was told by the CO the company would proxy clear him; he needed to provide his itinerary, and his DA 31. The soldier provided those items to the Platoon Sergeant (SFC (b)(6)) the same day
47167	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	6/19/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 16 June 2011 Demographics: B Co, 4th platoon, phone (b)(6) Referral: Another Soldier Issue: Soldier wants to lodge an annonymous complaint against the chain of command for the WTB service dog program. She is tired of going to meeting where the LTC (b)(6) (OIC) is making them sell the program, distribute fliers, fund raise, etc. She is tired of him acting like a dog trainer when he isn't. She is more stressed out going to the meeting that are supposed to be theraputic. She says no is getting a dog because there is a \$10,00 per dog fundraising requirement now, and she knows this is not what the program is designed for. She states he is rude and full of his rank and treats everyone, including his service dog, terribly.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
47208	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	7/13/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 13 July 2011: Soldier reports that he is being harassed by his Chain of Command; according to the Soldier he is pending an Article 15 for missing formations. Soldier alleges that he has only missed three formations and prior to missing the formations he called his Squad Leader as instructed. The Soldier reports that he has no support from his Chain of Command and alleges that he was denied time to meet with a lawyer for assistance with a pending divorce. Soldier reports that his Commander and First Sergeant informed him that they are going to take his rank. Soldier would like for me to speak with his Chain of Command regarding allege harassment. Soldier reports that he should not be receiving an Article 15 for missing formations because he called his Squad Leader.
47285	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	5/12/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	B Co, NCM (b)(6) Squad Leader SSG (b)(6) (b)(6) OR Guard Issue: CSM (b)(6) stated Soldier contacted CSM (b)(6) asking for assistance with multiple issues. One of those issues was he was denied a service dog. Prior action: I attended the Service dog meeting where he was mentioned as pending review, demonstrating interest. At that time MAJ (b)(6) stated she would non-concur on the issuing the service dog to this Soldier. A packet had not been submitted for consideration from the entire board and the commentary was taken offline. I did not have anything further on the issue. Action: When CSM (b)(6) told me the issue I indicated that I would look into it. I spoke with (b)(6) and MAJ (b)(6) (b)(6) stated she signed the dog packet but regrets doing so. She does not support the Soldier having a dog because of his Nordic pole use, pending jail time, and no PTS diagnosis. She signed off on the packet because she did not want an argument and was not put up with the badgering she thought would

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47300	Army Reserve	Brooke Army Medical Center	Complaint Against WTU Chain of Command	5/13/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	On 13 May 11 Soldier said he wants to be in another Company or if not then be released from the WTU program. He said he has felt uncomfortable and said 1SG had created a "climate of intimidation" for him. SM cites that the 1SG harassed him about his gold teeth when he first met him and asked him if he was a US citizen (SM was born in (b)(6)). SM said he has been denied Leave twice. Soldier also said because he has mentioned his close relationship with senior NCOs and officers the 1SG has told him that as a SSG he needs to "stay in his lane" and not fraternize with CSMs and General officers. SM also said he was told that his EO assistant job for Reserve Command he was to start was put on hold and that he had have it cleared with OT. He said that OT had already said he just needs to be signed by SL/COC. The SSG said that as a result of all these issues he was so depressed he drove to Austin at 0530 this morning(over 1 hour drive)and called his SL.SM said SL told him to go to the ER and SM said his Psychologist noted this is stressing him and agreed with him moving.
47329	Active Army	Fort Knox	Complaint Against WTU Chain of Command	6/14/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: 13 June 2011 WTU Soldier and spouse came to see me regarding the Soldier's squad leader. The Soldier feels he is being harrassed by his squad leader. Soldier claims the squad leader curses at him and makes him (soldier) violate his profile. Soldier claims squad leader makes him do Physical training even though his profile doesn't allow him to do any physical training. Soldier is requesting a new platoon. Soldier also informed me that he has not received his yearly clothing allowance sine 2005. The Soldier claims that no one has every helped him. Soldier did admit his current chain of command has submitted a pay inquiry

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
47332	Active Army	Fort Hood	Complaint Against WTU Chain of Command	6/20/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 13 Jun 11- Chain of command- Soldier reports he was on a list as promotable status when he arrived at WTU. States he was recently told he was removed from list because he did not verify his promotable status IAW a message that was sent down through chain of command, because the information was not passed down to him by his leadership. He feels he should not be punished for them not doing their jobs. Action/Resolution: 13 Jun - Advised Soldier of options to include reporting the incident to his NCO leadership so that they could look into getting an exception to the policy based on facts of the case. Soldier decided to do this and is awaiting a meeting with the Bn CSM.
47375	Active Army	Fort Benning	Complaint Against WTU Chain of Command	4/21/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 21 April 11: SGT (b)(6) states that the CoC went back on their word in allowing him to leave early from work to attend to his son. SGT (b)(6) states that his son needs constant supervision. He worked it out with this Platoon Sergeant and Squad Leader to leave early from work to be home when his son gets off the school bus. He live 45 minutes away from Fort Benning. He is in the final phases of his MEB. His wife is in Chicago attending to her mother. He can make arrangement for his son to be watch when he has duty. He is requesting that the CoC be flexible enough to work with him.

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47406	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	5/9/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: On 6 May 11 Soldier came to the Ombudsman office and said he feels that he has been retaliated against by his Squad Leader. SM cited that following the Co safety training at BAMC the WTU SMs were told to report to their COC to see if they were on list for 10% UA. SM said he approached his PSG and SL to check list and informed them that the VA had prescribed new meds that would cause him to be near a restroom for extended periods every 3 days. The PSG pointed to the SL and said "could be handled with technology, I.E. cell phones." PSG said to inform the SL. SM said he was explaining this to SL and was asking what procedures he needed to follow and was interrupted by SL who became loud and hostile then told SM to follow him to patients ward (4W) where SL proceeded to the rolling drawers, put on blue gloves, yellow gown and face mask. SL opened a patients door and told SM to, "get in here!". SM said he was not going in there after which SL smirked/smiled, walked into the hallway, removed gloves, mask and gown and was about to ball them up when the cleaning lady asked to have them. SM said he felt threatened by SL's actions as it reminded him of "wall to wall counseling". SM said he called PSG and left a message then went to the Ombudsman's office.
47432	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	5/16/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 5/13 SPC (b)(6) just returned from leave. He is very frustrated and upset with his sqd leader, (this is the 3rd complaint I have received on the same sqd leader in the past 2 weeks). SSG (b)(6) was giving him a bad time prior to his going on leave about PT, schooling, work, and civilian clothes. I told him that civilian clothes was something that they were working on changing, all Warriors are to be in a uniform during the duty day, PT or ACUs. He also has an issue with his IDES, why did it take over 3 months to get an eye appt, this is the only thing holding up his case and he is extremely frustrated.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
47574	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/17/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Soldier requested assistance with using the open door policy to meet with LTC (b)(6) (CDR, WTB). Soldier states he informed CPT (b)(6) co CDR) of his request last week but hasn't heard anything back. Soldier is aware that he can't discuss any pending UCMJ actions.
47576	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/17/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 16 May 11: Soldier requested assistance with scheduling a meeting with CSM (b)(6) WAMC, CSM). Soldier states that he was read a company grade article 15 three weeks ago and now they are trying to rush it though. Soldier stated that he asked for court marshal and was told he would be placed on a movement control order. Soldier stated he then requested an open hearing. Soldier stated he was give until 18 May 11 for his witness and doesn't think this is long enough. Soldier states that the time line has not been followed since his first read three weeks ago.
47577	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/17/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 12 May 11: Soldier requested assistance with being given a counseling statement for answering his personal phone during a briefing. Soldier stated his phone rang and he put his head underneath the table and answered it. Soldier stated he was not in the room when everyone was asked to place their phones on vibrate. Soldier stated he was informed he would be receiving a counseling statement.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
47589	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/17/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 27 Apr: Soldier has a complaint against the COC. 1. He states medical appts are given to them at 0900, which is the same time as formation. Then he is told he'd better show up for formation first. Medical Clinics, say the appts come first. Unit is notified if Soldier is late or misses appt. 2. He further states now, all of a sudden despite there has been no change in his profile, since before coming to the WTU, the COC has an issue with his profile. 3. If the Soldier is given quarters after receiving pain injections, he is being told he still must show up for formation. 4. The Soldier has a Therapy Dog and his Commander tells him he doesn't have the proper documentation to have the dog. Soldier states he has provided the documentation to the BDE CDR. He feels he is being harassed by his COC.
47609	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	5/17/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 17 MAY 11: Mother is concerned that when she leaves on 21 May (conclusion of her NMA orders), her son will be ridiculed and mistreated by the NCOs and the chain of command in his unit. She asked the commander if she could take the Soldier with her when she leaves, but the commander told her that the Soldier probably would not be released until towards the end of May. Suggested that the mother speak with the BN CSM and BN commander.
47668	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	12/21/10	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Father of Soldier called to state that he is still concerned for his son's health and healing because he feels the command isn't doing enough to ensure that the son's ex-wife doesn't continue to contact them with erroneous and derogatory information reference his son. He has requested to meet with the WTB BN Commander.

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47727	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	5/18/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 18 MAY 11: Soldier stated that he is currently on transition leave and was called off transition leave by CSM (b)(6) (BN CSM) to report to formation on 19 May 11, 0730, to be read an Article 15 for disobeying a lawful order by getting medications from a civilian provider/pharmacy. Soldier stated that he was sent to the WTB for behavioral health problems (PTSD, and etc.) and was very anxious and wasn't sure what would happen if he reported to formation and saw CSM (b)(6) because CSM (b)(6) was in his face and yelling at him prior to his departure on transitional leave. Soldier is upset that he has to come off transitional leave to receive an Article 15 that he feels is unwarranted.
47783	Active Army	Fort Riley	Complaint Against WTU Chain of Command	6/20/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Monday, 20 June 2011 NOTE: SSG (b)(6) is Cadre SQL at B Company WTB. ISSUE: SSG (b)(6) does not want to be a WTB SQL any longer. He wants to be sent back to a divisional unit.
47792	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	6/22/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 21 June 2011: Soldier reports that he is experiencing problems with his Squad Leader; according to the Soldier he alleges that the Squad Leader is harassing him. The Soldier reports that he pulls Staff Duty more than most Soldiers and because of his medication he is having trouble driving home in the morning after his tour of duty. Soldier is requesting to be moved to another squad.
47819	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	4/12/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: On 12 Apr 11 Soldier's NCM reported that SM has Sleep problems and is going through several tests to determine his level of Sleep Apnea. However, SM is being thwarted as he needs to be able to miss early morning formations on occasion which driving at that time disrupts a proper dx of SM's situation. NCM stated that the COC has opposed the idea of Soldier missing formations for sleep study reasons as SM has failed test to confirm Sleep Apnea in the past.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
47855	Active Army	Fort George G. Meade	Complaint Against WTU Chain of Command	5/19/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action-18 May 2011: Voice message(10:52am)from Senior grade officer,active duty. Soldier requests assistance on being excused from "mandatory training" today at 1400 hours. ...cadre did not know of training until today ...last minute training causes disruption to him, his family, and the CTP ...he lives 1 hour 15 minutes away from Ft. Meade at APG ...his wife is out of town this week, he is on "single parent" role ...his 10y.o. daughter gets off the school bus at 1600 hrs ...he cannot leave his internship program Called soldier, allowed him to 'vent", and told him that I will contact his Platoon Sergeant,(PLT SGT). Called PLT SGT, no answer. Sent e-mail to PLT SGT. (12:20pm) Called Soldier to inform him that I have not receive a response. He asked for the phone number of LTC (b)(6) who is the DCA,(Deputy Commander for Administration at Kimbrough)
47872	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	5/19/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 18 May 2011: Soldier reports that he feels that he is being harassed by members of his Chain of Command; according to the Soldier he was instructed not to go to sick call because he must stand in a Chain of Command formation. The Soldier reports that he informed his Squad Leader that he was very ill and his Squad Leader was about to hand him a sick call slip however the Soldier's First Sergeant stepped in and informed the Soldier that he will stand in the formation and he will take the Soldier to the Emergency Room after the ceremony is finished. The Soldier reports that he has been diagnosed with TBI and often suffers headaches; however this one was very bad and it affected his vision.

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47892	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	5/20/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	SPC (b)(6) returned to the company and his chain of command is deciding the appropriate actions to take. He called me to let me know that he is back but the issues with the military are still the same. He spoke with Col (b)(6) and he wants to be discharge from the military immediately. The soldier doesn't want to wait from any process and stated that doesn't care what kind of discharge. He was counseled by platoon sergeant, SQL and company commander. Everybody's concern is that the soldier is going to leave again. 13 June: SQL said ¿SPC (b)(6) is AWOL again
47937	Army National Guard	Fort Stewart	Complaint Against WTU Chain of Command	6/29/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 29 Jun 2011: Soldier alleges lack of support from chain of command. Soldier alleges his chain of command is keeping him in the dark by not informing him whether he will be released from military duty or not. Soldier alleges his chain of command is not willing to drive him to the resources he needs in order to prepare him for transition. Soldier is pending a chapter 14.

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47944	Army Reserve	Fort George G. Meade	Complaint Against WTU Chain of Command	6/29/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue/Action/Resolution-29 June 2011: SSG (b)(6) received counseling statement(28 Jun) for missing weigh-in. He believes he does not deserve the counseling statement b/c no one inform him of the weigh-in.

SSG (b)(6) approached me after morning formation and reported that
... he went to PT formation on Monday.
...he attended his routine appointments.
...he went to work at the EOC, as scheduled-6:00-12PM.
...he went home, took his meds, and went to sleep.

He did not receive any type of notification, reference the weigh-in on Tuesday morning at 6:00am. He asked to do the weigh-in later, he was denied.

Since I was in the Company area, I went to speak w/SFC (b)(6) acting 1SG.
I discussed w/him the incident and the soldiers' concern. The key question was was the soldier notified of the weigh-in? SFC (b)(6) reported that the information was put out to the Squad Leaders and not in formation.
This is true b/c I go to the morning formations, and did not hear anything about weigh-in.
SFC (b)(6) said that he will talk to the Squad Leader, that there are other ways to handle the situation.
I talk to SSG (b)(6) afterwards and he was pleased</p>
47982	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	4/26/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue/Action/Resolution 26 April 2011: The Soldier is complaining that she is being directed to report for formation at 0630 hours even though she has a profile recommending that she not drive until 0900 hours. Further, her children's daycare and school are not open until 0730 hours. This requires that she bring her children to formation. The First Sergeant instructed her to make other arrangements for her children. The Soldiers CoC (Commander/1SG) met on 25 April 2011 and determined that her spouse (WTB Cadre) could drive her and that her children could accompany her to formation. The Soldier is satisfied with this outcome.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
47993	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	4/27/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 27 April, 2011: Soldier has issues with his CoC and request assistance getting an appointment to speak with the DCCS about his issues. Soldier states he does not want to speak to the WTB CoC because he feels that's where the problem lies. Explained to Soldier that he would first speak to the Hospital CSM because the Hospital CSM has requested that all Soldier requesting to speak to the DCCS or Hospital Commander speak with him first. Soldier is fine with speaking to the Hospital CSM first.
48039	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	5/22/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>(b)(6) SGI (b)(6) NCM (b)(6) PCM (b)(6)</p> <p>(b)(6) Referral: NCM

ISSUE: A little background is necessary and then will identify the issues noted by SPC</p> <p>(b)(6) Medivac'd from theater end of May last year, Landstul diagnosed with TBI, anger Issues, and severe anxiety issues and adjustment disorder (b)(6) She could not build a trusting relationship with anyone here and began treatment at the VA where she found someone. She has since been diagnosed with PTSD, insomnia, nightmare disorder, depression. (b)(6)</p> <p>(b)(6) She does not want reclass she wants out. (b)(6)</p> <p>(b)(6)</p> <p>(b)(6) to take care of his daughter</p>

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48052	Army Reserve	Brooke Army Medical Center	Complaint Against WTU Chain of Command	6/16/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue: On 16 Jun 11 Soldier said he would prefer to be in a different unit away from his 1SG as he believes is being harassed by 1SG on his time at the WTU. SM claimed 1SG spoke to him about how much money he was making and BAQ he got that he was an E-7 without a job in the Army. Further went on to say that SM chose not to be a Recruiter. However, Soldier said it is not his fault that it took this much time for him to get an assignment. SM said 1SG is going outside his jurisdiction in getting SM's domestic affairs. Currently the Soldier is pending assignment to (b)(6) (b)(6) but the SM was just chosen to participate in a study (b)(6) Coincidentally the reason SM was asked is because he has (b)(6) (b)(6) a condition that causes (b)(6) (b)(6) (b)(6) Therefore SM said he is stressing out more now because 1SG had told him he has over 500 days already in the WTU and this study would take him past the assignment reporting date. Soldier is worried that he is being pressured and if he does not do the study here at BAMC/SAMMC his health would continue to deteriorate.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48095	Active Army	Fort Hood	Complaint Against WTU Chain of Command	7/14/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 13 Jul 11- Chain of command; Soldier reports that he can not come on post because of the reaction he gets when he enters Ft Hood (panic attack/anxiety) and yet his Command is ordering him to come in. States last time he entered the installation he ended up being hospitalized from the severity of his reaction. He states his Command is requiring him to live in barracks until he is d/c in a couple weeks as a result of his medical board. He wants to be allowed to remain at home until his discharge. Action/Resolution: Contacted Bn CSM who states that Soldier is currently being charged with AWOL due to his continued refusal to report for duty. He also refuses to wear a uniform or do anything related to the Army. He calls his NCM daily to say he is not coming in. He also has history of domestic issues. Attempted to contact Soldier to followup and let him know the expectation of his Command and he will not answer the phone.
48098	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 8 Apr 11: Soldier and Family Member requested assistance with being allowed to seek available resources in a time manner. Soldier and Family Member states on 6 Apr 11 Soldier and Family Member met with Ombudsman and on 7 Apr 11 Soldier and Family Member met with IG to address some concerns. Soldier and Family Member stated that on 8 Apr 11 SSG (b)(6) (SL) give Soldier a counseling statement (see attachment) advising Soldier of change to Controlled Movement order that states you may move around FT Bragg with an escort with exceptions to the hospital where you will be escorted by myself or another squad leader. Due to this your are being advised that all non medical appointments at Womack hospital must be cleared 48 hour prior with you chain of command before you make them. Soldier and Family Member feel this is retaliation for seeking assistance from Ombudsman and IG (who are located in WAMC), additional resources that are available to all Soldiers.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48129	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	5/2/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 26 Apr 11, Soldier called office stating that unit just informed her that she needed to see the commander today at 1500 so she can administer her ART 15 and she would like someone to speak on her behalf. Soldier states that since Ombudsman knows about the issues she has had with the WTU leadership and all the medications she is on that causes her to over sleep the new commander may reconsider punishment.
48182	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	5/23/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE 20 MAY 11: Soldier stated that he can't go near the company area because his former NCM has filed a complaint against the Soldier which prohibits his being near her because the Soldier allegedly threatened to choke her. The Soldier states that is is difficult for him to conduct business in the company because of he cannot go near the company. The Soldier's NCM has been changed to a NCM who is not in the company area and the squad leader will meet the Soldier at a place away from the company area to take care of his needs. The Soldier feels this is an unwarranted action (extreme); he did not state that he would choke the former NCM; and it's stressing him to have to make arrangements to do normal business in the company area. The Soldier is requesting to be switched to a different company.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48217	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	6/30/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: 30 Jun 2011: Soldier feels CoC is insensitive to his medical issues. Soldier stated he has been at the WTU Ft Bragg, NC since 08. Soldier stated there are three new squad leaders whom he feels he is being harassed and racially discriminated by. Soldier stated 14 MAY 11 the three squad leaders showed up to his home unannounced. Soldier stated the three squad leaders harassed and belittled him in front of his wife and kids. Soldier stated the next day 15 MAY 11, his wife went to speak with the Commander. Soldier stated Commander listened to his wife's concerns about the new squad leaders, but no changes have been made. Soldier stated recently there was a health and welfare inspection done to his vehicle. Soldier stated his glove box and other personal belongings were being searched through rather than the inspection being done. Soldier stated CoC also has Soldiers attending at least two formations a day or sometimes even more. Soldier stated he had an A.M Profile for two years that excused him from morning formation. Soldier stated when he returned from leave at the beginning of FEB 11 his profile had been changed. Soldier stated the Battalion Commander initiated a new policy in which there are no longer A.M Profiles. Soldier stated he is on medication that causes him to vomit and internally bleed at times. Soldier stated today 29 JUN 11, blood was running down from his leg and went to speak with his Case Manager. Soldier stated CoC advised Soldier that he needed to attend mandatory afternoon formation and got upset about his button being undone on his uniform. Soldier stated all the issues going on at the WTU Ft Bragg, NC have put a tremendous strain on him. Soldier stated he was already worked
48367	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	6/13/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Issue 10 June 2011: Soldier reports that he pulls staff duty more than the other Soldiers and would like to be treated fairly. Soldier reports that there is a lack of communication between him and his Squad Leader; according to the Soldier the Squad Leader forget to inform the Soldier when there is no formation.
48369	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	6/14/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Tuesday, 14 June 2011 1101 hours ISSUE: SSG [b(6)] very strongly disagrees with his command's decision to pull him back to Fort Riley from Remote Care in Des Moines, Iowa.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48370	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	6/14/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Issue 14 Jun 11: Soldier requested assistance with scheduling a meeting with LTC (b)(6) (WTB, CDR) to discuss his concern about CPT (b)(6) (Co CDR)
48374	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	6/20/11	DATA MIGRATION FROM WWAS - OLD SYSTEM		Issue 17 June 2011: The Soldier is complaining that his First Sergeant is acting inappropriately by failing to demonstrate "dignity and respect" and was verbally abusive. The Soldier is diagnosed with severe PTSD and TBI and is requesting that he be treated more fairly.
48405	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/1/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	(b)(6) brought in statement. Reviewed statement with Soldier and POA is to address concerns with CoC. Action 29 Jun 11: Meet with SPC (b)(6) and i initially assisted with an appt that had been changed the day of due to a scheduling conflict with with the VA provider; (b)(6) spoke with Soldier via conference call; (b)(6) apologized and stated he would find out why the conflict occurred; Soldier appt was rescheduled for 12 Jul 11. Soldier went on to discuss cadre's disrespect and their lack of empathy or sympathy; Soldier went on to share concerns about appts being cancelled or a mistake being made when he shows afor an appt. Soldier feels he is not being given optimal txt in some areas and he can't get a solid answer in reference to the MEB. Soldier stated he wanted to write a statement for me to refer to and he would bring it back on 30 Jun 11 before any further actions were taken Issue 20 Jun 11: This issue/concern was forwarded thru the Surgeon General website to the MAGG. Received by Ombudsman office 20 Jun 11. Ombudeman unable to make contact with Spc (b)(6) until 29 Jun 11. Original message sent by (b)(6) Message: My husband became ill and injured during his first year of service and was Medivaced out of Afghanistan in October of 2009. Since then, he has been with the WTB unit at Ft.Bragg and has had little progress. He has been placed under "probation" for re-evaluation in 6 months because his conditions make him MOS disqualified. The direction that they are advising him seems counter to all that we have read and researched. They also claim he may not be eligible for benefits he is entitled to. I'd like to contact an ombudsman and get some direction

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48498	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	5/26/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>ISSUE 26 MAY 11: Soldier received a negative counseling statement from his squad leader stating that he is being recommended for UCMJ for 3 missed appointments and drinking on a "NO ALCOHOL" profile. Soldier states that he was drinking because he has so many things going on in his life right now that has him stressed. He has spoken to his Social Worker about this; he told his SW that he had taken a drink to try to get through recent events (b)(6)</p> <p>(b)(6) ad coping with his PTSD and other ailments). The SW reported this to the NCM who in turn reported it to his squad leader. The Soldier states that no one is concerned about what's really going on with him and does not feel UCMJ recommendation will solve his problems.</p>
48503	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	5/26/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue 24 May 11: Soldier requested assistance with find out where he is supposed to live and how he is supposed to eat when he lose his PER DIEM and lodging. Soldier received an memorandum on 23 May 11 signed by LTC (b)(6) (WTB, CDR) stating that Soldier will be involuntarily extended on active duty pending investigation for violations of the Uniform Code of Military Justice (UCMJ). Additionally Soldier will no longer receive PER DIEM for meals or lodging. Soldier is to take precautionary measures to avoid any financial hardships. The total loss of pay will be determined by finance.</p>
48539	Army Reserve	Fort Irwin	Complaint Against WTU Chain of Command	7/1/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue:
Soldier contact me with the concern that a member of the WTU medical staff has started a rumor that the National Guard and Reserve Soldiers are not being treated the same as active duty Soldiers. He received this information from a member of the Balboa Naval Medical Center medical staff. He stated this information came to him unsolicited therefore, he felt this needed to be address. He is requesting that this be address with the WTU Commander. He also thinks this is highly inappropriate for a staff member to be saying. However, if it is true then we have a serious problem within the WTU.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48540	Army Reserve	Fort Irwin	Complaint Against WTU Chain of Command	7/1/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue: During my quarterly face to face meeting with our WTU Soldier I was informed that the National Guard and Reserve Soldier feel disrespected by the WTU Cadre because they are not active duty Soldiers. The Soldier is requesting that this behavior be address and stopped. Action: I met with the WTU Commander and 1SG on the Soldiers concern. They both informed me that they would address their Cadre on the Soldiers concern. I contacted the Soldier and informed him of the Commander and 1SG plan to rectify his concern. The soldier was very satisfied and thanked me for my help. Case Closed
48562	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/11/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 8 Apr 11: Soldier and Family Member requested assistance with finding out why SSG (b)(6) (SL) gave Soldier a counseling statement which indicated date of counseling 25 Feb 11 when Soldier was counseled on 9 Mar 11. Purpose of counseling was acknowledgement of Chapter action initiation IAW AR 635-200 chapter 14-12c. Commission of a serious offense, 12 Felony counts of trafficking, opium or heroin obtain CS by fraud forgery; common law forgery. Soldier and Family Member stated that Soldier wasn't charge by civilian authorities until early Mar 11.
48579	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	4/19/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action: 4/19. talekd to the Warrior yesterday, he is very frustrated and states he may be parinoid, but it feels like the compay is out to get him. He wants a new company, he wants to understand why and how he is still flagged and why he can have his rank taken away if it is past his time for the suspension on the AR15. I told him he should use the open door policy for the CSM and he asked if I could make the appt for him. I talked to the CSM about the Warrior, about his fear of the company and the fear he has of making an appt with him. He said he would talk to the company, I also provided him with the number for the Warrior to call him and set up an appt. Emailed and called the CSM for an update today.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48589	Active Army	Fort Drum	Complaint Against WTU Chain of Command	4/21/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue/Action/Resolution/21Apr11: Soldier came to my office and stated that the unit is not being considerate of his medical issues and medications. He stated that just because he has 3 counts of FTR he should not be punished because it is caused by his medication and not his fault. In addition he stated that he was not given proper time or orders to move into the barracks from off post housing. I contacted the 1SG and he stated that when he spoke with this Soldier the other day, the 1SG asked him what he would do if he was the 1SG and the Soldier replied that he would have the Soldier move into the barracks. Well, that is exactly what the 1SG did. He had the Soldier get his personal belongings and move to the barracks. Additionally I reminded the Soldier that he still has obligations that come with getting a paycheck every week. This includes the individual responsibility to get to work/formation on time in the right uniform, at the right place. The Soldier states he understands. All questions were addressed and answered. Soldier is satisfied. Issue resolved.
48590	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	4/25/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: 25 April 2011 WTU Soldier is scheduled for a procedure on the 26th of April 2011. Soldier would like to be admitted to the hospital this evening prior to the procedure. The Soldier is required to take a preparation that will involve a great deal of trips to the restroom and the Soldier does not have a bathroom in the barracks room. Soldier ambulates with a cane/wheelchair and will have difficulty making numerous trips to the community barracks bathroom. Soldier is asking for assistance so that he can be in the hospital with a private bathroom rather than trying to get to the community bath down the hall.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48608	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/27/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	27 Apr 11 ISSUE: Accused of harassment and malingering by Chain of Command. Soldier feels that he is being harassed by COC and request to be transferred from WTU until his MEB is finished. Command trying to give him an OTH discharge. Soldier talked with case manager, pueblo, ombudsman, and Hospital CSM (CSM (b)(6)). Soldier states that no one will address issues with chain of command. History: Soldier wounded in Jan 09 in Iraq. Transferred to Walter Reed and then to Fort Bragg. Company commander tried to give Soldier Article 15 Apr 10. CO gave Soldier letter of reprimand Aug 10. Referred to MEB in Apr 10. Awaiting on Narsum. Received Article 15 for malingering Mar 11. Wants to transfer out of unit to another until Narsum is done. (b)(6) is his Ombudsman. Talked to (b)(6) She feels that the local ombudsman program has done all they can and issue should be taken to the MEDCOM Chief of Staff and that MEDCOM should get involved. Expected date of Release from unit is June 30.
48683	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	6/27/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 27 June 2011: The Soldier presents with a complaint regarding a rumor he had heard. According to the Soldier, he heard that everyone living in the new barracks was instructed to move everything out of their rooms and clean it in order to clear the new room. Once cleared, they would be authorized to move back in their rooms. The Soldier doesn't believe this is the way Soldiers should be treated that live in the barracks.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48732	Active Army	Fort Knox	Complaint Against WTU Chain of Command	4/25/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE: 22 April 2011 WTU Soldier claims the WTB is breaking his profile by making him move into the barracks. Soldier claims the Unit "screws with him just to get a rise." WT does not want to live in the barracks, he wants to live off post with his girlfriend. Soldier claims he is disgusted with the WTB and wants out. Soldier does not feel he should have to pull any duty or participate in any assigned details. Soldier would prefer to decline the stay at the WTU and would like to go back to his unit. Soldier claims he was allowed to come and go as he pleased with his old unit. During the conversation with the Soldier he threatened to provoke the 1SG into hitting him and he also informed me he would go AWOL. Soldier informed me he was arrested after a traffic stop because of an outstanding ticket and the Soldier now has a suspended license. Drug paraphernalia and "Spice" were found in the Soldier's car during the traffic stop.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48742	Civilian	Fort Hood	Complaint Against WTU Chain of Command	5/2/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>2 May 11 Issue/Action/Resolution: Civilian employee assigned to the Remote Care Company at WTB would like an opportunity to speak to the BDE Command. Employee states she has requested to see you through (b)(6). She states that she has been made to look like the bad guy because she reported that CPT (b)(6) was being very rude and harassing her. Employee feels she has been a great asset to the WTB team especially under MAJ (b)(6) but due to recent events is fearful of losing her job. The employee wanted to try and resolve the issue because she felt as though CPT (b)(6) was creating a hostile environment at the workplace. The employee also states that she was never counseled by her supervisor on her duties and responsibilities, but now is being told she was not doing them. The employee has been sitting at BDE waiting on some type of resolution. Employee states she was advised by (b)(6) to get a doctor's note about being stressed due to her work environment and that it would benefit her to move to a different location. Employee feels MAJ (b)(6) is not being helpful to resolve the issue because he is more upset that she spoke with (b)(6) first although he was not available when she tried to call him first to report the incident.
The employee was sent back over to pick up her items without an escort and there was another incident with CPT (b)(6). Employee states that she was not afforded an opportunity to go and retrieve any items from the office before they were boxed up for her to come and pick up. The employee states that some of her personal items ie letters of recommendations, diplomas, and personal documents are now gone. Employee states she has been there since 2008 and she</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48757	Army National Guard	Fort Dix	Complaint Against WTU Chain of Command	5/31/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE/ACTION 18 MAY 2011: After speaking with the Soldier regarding his leave issue I later found out that the perception the Soldier has is that the CoC is not looking out for his best interests and that he feels as though he's being "targeted." I gathered as much information as I could from the Soldier and then met with the 1SG to discuss this issue. The 1SG was/is aware of the situation and believes they are working together to help the Soldier. I had requested a couple of meetings with KACH Commander to discuss this Soldier. I was then made aware that the Soldier is requesting to appeal his Article 15 based on several different reasons and would like the opportunity to meet with the KACH Commander to discuss this in detail with her. I finally received an email back from the KACH Commander and I was given a 20 min time slot. I requested two being I would like to have spoken with her prior to meeting with the Soldier, however as of now that is undetermined at this time. Awaiting communication back from KACH Commander secretary to discuss exact time and day.
48801	Army National Guard	Fort Dix	Complaint Against WTU Chain of Command	6/8/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	ISSUE/ACTION/RESOLUTION 8 JUNE 2011: ¿ Soldier called to tell me he thinks he will be counseled for an incident which occurred this morning with another WTU Soldier. The other WTU Soldier woke up Soldier at 0650 to help clean the hallways (b)(6) got angry and cursed at this other Soldier for waking him up and refused to get out of bed to help. I told the Soldier that he must follow the rules being he is still in the Army. I told him that once he was done with his apts he needed to go directly to the 1SG¿s office to inform him of this incident. He feels as though he is still being targeted and that he is being ¿harassed.¿ I told (b)(6) the only way to protect himself is to use his 1SG. Soldier agreed to go report the incident to the 1SG.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48809	Army Reserve	Fort Belvoir	Complaint Against WTU Chain of Command	6/14/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	: Soldier contacts Ombudsman during week of 6 June, to set up a meeting with the BN CDR to address medical/personal issues/concerns Soldier has. Soldier meet with BN CDR 10 June. Upon leaving that meeting WTU Leadership to include BN CDR, is unaware Soldier reached out to WTC Commander to further address his concerns. Soldier asks Ombudsman to Facilitate this meeting. Ombudsman is only made aware of Soldier contacting WTC Commander, when BN CDR responds to Ombudsman request for guidance. Ombudsman in the presence of a WTU Cadre, calls Soldier to inform him that the entire WTU Command, to include WTU BN CDR, is aware of Soldier reachingout to WTC Commander and is awaitng further guidance on Soldier's request.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48816	Civilian	Tripler Army Medical Center	Complaint Against WTU Chain of Command	7/5/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>(b)(6) WTB HR Specialist is asking for advice regarding what she perceives as an Equal Opportunity/Equal Employment Opportunity issue regarding the WTB S-1 supervisor, CPT (b)(6). Last week, (b)(6) asked for advanced sick leave for medical appointment(s). Her leave request was denied by CPT (b)(6) who stated the S-1 shop was too short-staffed on that day to authorize the absence. The SF 71 (Leave Request) was submitted on 23 Jun 11 for requested leave on 24 Jun 11. (b)(6) also heard from a coworker that she was being terminated for poor performance. I asked (b)(6) who else she had contacted and she stated she was already receiving assistance from and working with the Schofield Barracks EO/EEO Office (b)(6) her Union Representative (b)(6) and the IG Office (b)(6) (b)(6). I informed her that those agencies are more than equipped to handle her issue and asked her what she needed Ombudsman involvement for. She stated she wanted me to be present at a meeting tentatively scheduled for 6 Jul 11 at 1500 hours attended by WTB C2, EO/EEO, and the Union to ensure she was treated fairly. I told her I would attend as an observer, but would likely have little input since the appropriate agencies are already involved. PLAN: Attend the meeting as requested allowing EO/EEO and the Union personnel to represent (b)(6) (b)(6) and inject/intervene only if necessary.</p>
48831	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/6/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue 6 July, 2011: Soldier request assistance with his CoC. Soldier states he has a profile for 8 hours work day, but his CoC makes him work longer than 8 hours. Soldier states he feels the CoC should not make him violate his profile.</p>
48862	Active Army	Fort Benning	Complaint Against WTU Chain of Command	4/26/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue 26 April 11: SPC (b)(6) is requesting assistance in getting moved to another squad. SPC (b)(6) states he believes that his current Squad Leader does not have his best interest at heart. He feels that his Squad Leader does not understand his medical condition. He does not get along with his Squad Leader.</p>

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48879	Active Army	Fort Riley	Complaint Against WTU Chain of Command	5/9/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Initial Presenting Issues:
1. He wants to change his PCM from Dr (b)(6) to Dr (b)(6)
2. SGT (b)(6) wants to change his NCM from (b)(6) to (b)(6) . It should be noted that SGT (b)(6) is fired his previous NCM, (b)(6) so this is the second time since October 2010 that he has requested a different NCM.
3. If he cannot change his PCM and NCM, then SGT (b)(6) requested that he be granted a WTB to
 WTB transfer to (in order of preference) Fort Sam Houston, Fort Benning, or Fort Polk.
4. He wants to change his Squad Leader from SSG (b)(6) back to SSG (b)
 5. SGT (b)(6) wants to know what was supposed to have happened when he went to the ER on Friday (05/05/2011) for break through pain management at the (per his report) advice of his NCM. SGT
(b)(6) reported that he was not given any treatment for his break through pain by the ER due to his Pain Contract. SGT (b)(6) did not have any complaints about the other ER staff.

Issue Resolution as of 02 June 2011:
1. SGT (b)(6) is willing to stay with Dr (b)(6) Dr (b)(6) agreed that he (the PCM) will adhere to all WRITTEN medication plans of care from SGT (b)(6) off-post physicians. It was agreed that as Dr. (b)(6) initiated the DME hospital bed request, he and LTC (b)(6) will continue to work that issue.
2. SGT (b)(6) is willing to stay with (b)(6) as his NCM, with the understanding that he can go to LTC (b)(6) as needed.
3. Now that his pain is being adequately managed and he feels that he is being taken seriously, SGT (b)(6) no longer wants to transfer to another WTB.
4. SGT (b)(6) no longer wishes to change Squad Leaders
5. At the meeting, it was agreed that</p>
48890	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	6/2/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	<p>Issue 2 2 Jun 11: WT has had issues w/his Squad Leader (SSG (b)(6)) in the past. One issue is SL's inability to track information pertaining to scheduled appts. Displays no concern for Soldiers. Does not answer his phone. Relays inaccurate information to WT. Has made statements to WT that family issues are not his concern and not obligated to assist them. As of today, WT new Squad Leader is SSG (b)(6) WT stated there are several other WT's that feel the same about the SL. WT expressed his concern and would like recommendation as to what to do.
</p>

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
48900	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	6/2/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 2 June, 2011: Soldier request assistance getting a four day pass that he said his Squad Leader told him was approved. Soldier states he requested a four day pass. Soldier states SL told him on Tuesday the pass was approved, then on Wednesday SL told him there might be a problem with his pass because he has missed a schedule appointment to Physical Therapy on 26 May, 2011. Soldier states he was not aware that he had an appointment.
48918	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	6/3/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 2 June, 2011: Soldier request assistance identifying why he is now being identified in the WTB as Cadre, when he is a Soldier assigned to the WTB for medical reasons. Soldier states his Squad Leader told him that he was no longer identified as a Warrior in Transition. Soldier stated he asked his SL to explain the change of status to him, but Soldier states SL does not give him a clear answer.
49082	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	6/6/11	DATA MIGRATION FROM WWAS - OLD SYSTEM	LOG TEXT	Issue 31 May 11: Soldier requested assistance with his medical request being discussed during the FTR. Soldier stated that he spoke with his PCM about a medical procedure and his PCM stated that CPT (b)(6) (co CDR) had to approve the procedure. Soldier stated that he didn't discuss his request with his CM or SL because it was personal. Soldier stated during the FTR CPT (b)(6) addressed medical request. Soldier stated that he was embarrass and didn't feel that was the place to discuss his request. Soldier felt like CPT (b)(6) committed a HIPPA violation.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
47892	Active Army	Brooke Army N	Complaint Against WTU Chain of Command	5/20/11	SPC (b)(6) stated that the B Company is harassing him for any stupid thing. He was recommended for three articles 15 in the last two weeks. He was in quarters but the staff duty sergeant didn't find him in his room. The SQL accused him of tampering with his urinalysis three times. His wife is arriving on 23 May and he cannot take her out and only can see her in the day room. He stated that all this accusations are false, and the company is up to get him. See issue log.	RESOLUTION	SPC (b)(6) returned to the company and his chain of command is deciding the appropriate actions to take. He called me to let me know that he is back but the issues with the military are still the same. He spoke with Col (b)(6) and he wants to be discharge from the military immediately. The soldier doesn't want to wait from any process and stated that doesn't care what kind of discharge. He was counseled by platoon sergeant, SQL and company commander. Everybody's concern is that the soldier is going to leave again.
53582	Active Army	Fort Drum	Complaint Against WTU Chain of Command	8/24/11	22 Aug 2011: Soldier alleges WTU Chain of Command is insensitive to Soldier's needs.	RESOLUTION	1 Sep 2011: Commander emailed a statement that he the 1SG and SQD LDR had met with the soldier at 1100 hrs. and she denied having any issues with the COC and all that she was concerned in was trying to get promoted. per conversation I had with the soldier case to be closed at her request. resolved.
53595	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	8/24/11	Soldier alleges CoC insensitive to Soldiers medical concerns.	RESOLUTION	24 Aug 2011: There was no such reason here. The Cof C did send the Soldier to BAMC on two occasions for purpose of having her prosthesis made an fitted. In addition, the Soldier has been in the MEB process which generally precludes transfers to other locations. At present, the Soldier has received her MEB findings and has elected to appeal. As a matter of policy, she cannot now be moved, nor is it in her interests to do so.
53678	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/26/11	8/4 SQD LDR called his mother in New York and the entire family is distraught	RESOLUTION	8/12 the PEBLO is on extended sick leave, will follow up with the fill in and hopefully get this thru the system. The family seems to be stable and at least not as angry and upset as before, will follow up with the Warrior and his wife.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
53715	Active Army	Fort Knox	Complaint Against WTU Chain of Command	8/26/11	08-Aug-11: Treatment of Soldiers by Cadre.	RESOLUTION	09-Aug-11: Ombudsman assured NCO that the incident is not a common occurrence and will report incident to BN CDR/CSM. Soldier is suffering from severe anxiety issues and does not want this to derail his progress. Soldier feels that because unit CDR and 1SG stood by and allowed this to happen without correcting Cadre that it could lead to other Soldiers behaving in a similar fashion. Ombudsman informed Soldier that he will find out what occurred and report incident. 11-Aug-11 Ombudsman met with BN and arranged for meeting to discuss precieved C2 issues with B Company, meeting schedueled for 16-aug-11. 17-Aug-11 Resolution: meeting held with BN CDR and BN CSM, also in attendance was Fort Knox IG. Outcome of meeting BN CSM will meet with NCO's from B co and discuss issues presented to BN C2 during 16-Aug-11 meeting. BN will not extend one Cadre members request, and will counsel another Cadre memeber. BN CDR will speak, and mentor Company CDR, and visit unit throughout week.
53756	Army Reserve	Fort Sill	Complaint Against WTU Chain of Command	8/29/11	14 Jul 11: Soldier requested a resource from the Ombie that could assist him in writing up a petition for his WTU comrades to sign, concerning unfair practices in the WTU.	RESOLUTION	15 Jul 11: After speaking with legal, Soldier changed his mind about doing a petition. Issue Closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
53872	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/31/11	7/20 Is having issues in the unit, feels there is a negative command environment.	RESOLUTION	Resolution: 7/27 As of last conversation he is still awaiting the retention hotline request. I have also aleted the 232nd CSM and he is on stand by for my request of an earlier class date. The Warrior continues to have issues with family that he needs to get resolved. He understands that he will not have this freedom when he gets to the school house. He started leave on 7/25 for 3 weeks, he said if he heard anything he would contact me. Will followup with him on his return if he does not contact me earlier. 8/10 he contacted me to say thank you and he is excited he has a Sep class date. He is working on his APFT and is going to ask to extend his leave until the time he starts to clear.
53888	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/31/11	7/28 Warrior is very upset about his last encounter with the COTA at the BN.	RESOLUTION	8/3 talked with the Warrior and the SQD LDR, they will be revisiting the COTA requirements, Warrior is well into his MEB and has a plan for his future, the plan is what he and his wife want, but the COTA is saying it is not a good plan.
53893	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/31/11	7/28 Issue wtih the COT at the BN	RESOLUTION	8/3The COTA per the company CDR is being moved to another company. Contacted the Warrior and the SQD LDR as the DCA said he would get the Warrior with the IMD section to see how he could use his knowledge and degree to help them.8/18 talked to the SQD LDR again, want to let him know I still have not heard from his Warrior about the possibility of working in the IMD offices. I will let the DCA know that the Warrior has not followed up
53896	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	8/31/11	21 July,2011, Soldier feels that his receiving an Article 15 is unfair.	RESOLUTION	26 Aug 2011, I informed SPC (b)(6) about my findings and he stated that he was OK with the results and thanked me for my assistance. He was glad that he would be allowed to leave WTU with his current rank. I told the soldier to try to lay low until he leaves WTU.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
54041	Active Army	Fort Carson	Complaint Against WTU Chain of Command	9/1/11	18 Aug 2011; Requesting assistance with medical transportation.	RESOLUTION	19 Aug 2011; I was contacted by CPT (b)(6) saying that it was miscommunication on the squad leader's part. CP (b)(6) called SGT (b)(6) and scheduled a meeting to speak with him and his spouse in regards to the inability to drive due to his injury, but bottom line the Soldier would be taken care of. I contacted SGT (b)(6) to conduct a follow up and he was please to inform that the Cdr and 1SG talked to them and all was well. The (b)(6) family was very pleased and thankful.
54147	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	9/2/11	17 Aug 2011: SFC (b)(6) came to see me today pertaining to three separate issues. Regarding the first issue; a complaint against his platoon sergeant and squad leader, I advised SFC (b)(6) to discuss his concerns directly with the two NCO's and also the 1SG and CDR if no resolution was reached by direct discussion with the two NCO's. SFC (b)(6) stated the two NCO's are regularly unprofessional, disrespectful, and use disparaging remarks and tone toward SFC (b)(6) and other Soldier's. He stated this has continued for several months and each time he has attempted to address the issue the treatment is the same and results in SFC (b)(6) walking away to avoid a negative encounter.	RESOLUTION	8 Sept 2011: Issue was included in email correspondence I submitted to the WTB-AK Battalion CDR & CSM as well as the A Co. CDR & 1SG. Additionally, I met with command staff and fully briefed them on all aspects of the information provided by SFC (b)(6) Co. CDR and 1SG subsequently discussed concerns with PSG and cadre members. SFC (b)(6) met with the BN CDR & CSM and discussed his concerns. SFC (b)(6) thanked me for my assistance. (See attached email) Nothing follows.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
54225	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	9/6/11	29 July 2011: Soldier reports that she is being harassed because of her soft shoe profile	RESOLUTION	2 August 2011: The Soldier's Chain of Command and the Platoon Sergeant who addressed the Soldier's profile report they treat all Soldier's with dignity and respect and if the Soldier would have presented her profile there would not have been an issue.
54238	Army Reserve	Fort Benning	Complaint Against WTU Chain of Command	9/7/11	6 Sep 2011: Soldier alleges CoC insensitive to medical needs.	RESOLUTION	8 Sep 2011: There is no objective information to suggest that the CofC is insensitive, therefore the assertion cannot be substantiated. 2) This is the heart of the referral. The Soldier requests that her leave be extended through 25 September. The Soldier currently has leave approved to 19 September. The WTB commander conferred with the Soldier's company leadership as well as the NCM before making a decision relative to her leave. The Soldier has an appointment on 22 September that she must keep. After due consideration, the WTB Commander approved leave from 8 to 19 September. Decisions of this nature are the prerogative of the commander. The Soldier was informed of the commander's decision and is not happy. She signed out on leave the evening of 7 September 2011. ADDENDUM 9 SEPTEMBER 2011: Relative to the Soldier's belief that the CofC has been insensitive, the Ombudsman's inquiry revealed that the commander decisions concerning this Soldier were made in consideration of the fact that she was on 60 day MRP-E orders. The CofC objective was to insure that the Solder receive all the care and evaluation to which she is entitled within that 60 day period. Soldier's MRP-E orders end 26 Sep 11. The statement that the Ombudsman could not help her is misleading. The Soldier visited the Ombudsman on/about 30 August stating that the company commander was not going to approve her leave. The Ombudsman recommended that she meet with the battalion commander UP of his open door policy. In this the Soldier had an advantage most Soldiers do not, that is that she and the battalion commander are the same rank.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
54298	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	9/7/11	Spouse alleges that CoC is not providing her husband with an update on his administrative separation action.	RESOLUTION	Update 8-12-2011: Ombudsman attended the out processing brief. Spouse was calmer but a lot of her transition fears/anxiety was still there. Ombudsman ensured family was able to speak with the Chief of Retirement Services at the transition office. Spouse stated that was very helpful. Issues continue to be addressed at the Unit level.
54498	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	9/12/11	9 Sep 11. Soldier contacted (b)(6) for assistance with a leave issue. She also wanted an Ombudsman to go with her to see the MTF Commander on Monday 12 sep 11 regarding the leave issue. (b)(6) was otherwise engaged, so I assisted the Soldier	RESOLUTION	13 Sep 11. I called and spoke with SSG (b)(6) to see what the outcome was from the MTF Commander. It was decided that she should not go outside of conust at this time, but could be re considered in 3-6 months. SSG (b)(6) provided all documentation to the BN Commander from Orbitz so that a follow through could be made to see if there is anyone liable for thge cancelation of the cruze, and to pursue a refund for SSG (b)(6) Soldier was very pleased with the process and the outcome.
54630	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	9/13/11	8.15.11 SPC (b)(6) alleges that she was told she did not have to attend formation by CSM (b)(6) and now the leadership is disregarding his directives.	RESOLUTION	9.19.11 The Care Conference addressed two issues both how the soldier feels she has been treated unfairly by both the M2 and C2 side of the house regarding her appointments and attending mandatory formation. MSG (b)(6) the leadership would review the mandatory formation; however it was stressed to the soldier that missing appointments is not just about her; but other soldiers, family members, retirees are also losing out because the appt is going unfilled by a beneficiary. The WT soldier gets priority for ALL appointments at Madigan so when there is a no-show or has to be rescheduled because the WT arrives more than 10 minutes late the appt goes unfilled at 100%.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
54668	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/14/11	18 Aug 11: Soldier requested assistance with having his recommendation for chapter and all UCMJ actions be reviewed based on the information in his Psychiatric MEB addendum NARSUM, date of examination 24 Jun 11 written by Dr (b)(6) on 29 Jul 11.	RESOLUTION	Per NARSUM, Soldier does have a Traumatic brain injury with the effect being that his personality has changed (impulsive type). Per NARSUM, all of the unusual behaviors that have been noted regarding Soldier can be attributed to an increase in impulsivity that were not present prior to his injuries that are consistent with Personality change secondary to TBI, including his invalid testing suggestive of malingering, recording his medical appointments, confrontational behavior with providers etc. Per NARSUM, this provider has been struggling with how to disposition this Soldier for over three months. Per NARSUM, this provider has discussed his case with multiple providers. Per Soldier, Soldier gave LT (b)(6) a memorandum for CDR, WAMC thru Company Commander WTB, thru CDR, WTB on 24 Aug 11 with NARSUM enclosed requesting that all UCMJ actions and chapter proceedings be reviewed. Ombudsman informed Soldier to take a copy of NARSUM to meeting.
54763	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	9/15/11	15 July 11; Soldier request assistance with have a multi-D meeting with her COC, NCM and OMB. Soldier states that she has concern about her medical care plan and the CO policies in the new assigned company.	RESOLUTION	20 July 11; Soldier, OMB, NCM and COC met to discuss and resolve her issue and concern. CO and 1SG explained the unit policies and informed the Soldier of and conflicts in appointment needs to be work out with her SL ASAP. NCM explained the plan of care and the Soldier stated that her understood the plan. Soldier stated that the meeting was very positive and will comply with the policies and plan of care.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
54817	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/15/11	24 Aug 2011: Request assistance with his CoC. Soldier states his CoC has placed him on 24 hour supervision that he feels is unfair. Soldier states he has to sleep in an area near the SDNCO desk and it is difficult to get any sleep in that area. Soldier wants the Coc to relax the restriction he is on because he feels it is causing him a lot of stress.	RESOLUTION	13 Sept. 2011: CCIR: Soldier was at an appointment at (b)(6) Regional Hospital. He called his SL (SSG (b)(6)) and stated they found out he has started cutting himself again. They noticed new scars on him. They admitted him there. The SL has called the doctor for more information, including how long Soldier will be there. I will follow-up
55028	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	9/17/11	28 Jul 11: Soldier wanted to speak with the Ombie CONFIDENTALLY involving him failing a urinalysis test that was given three days after he was discharged from a Self Referred Treatment facility for Drug use.	RESOLUTION	1 Aug 11: Issue closed by Ombie but will followup if needed. Soldier satisfied.
55166	Active Army	Fort Carson	Complaint Against WTU Chain of Command	9/19/11	(12-Sept-11) SM states CoC abusing authority.	RESOLUTION	(13Sept11) After the meeting with SGT (b)(6) Soldier, (b)(6) NCM, and I spent time in my office talking about the outcome. Soldier was adamant about not staying in the barracks because he will not leave his dog alone. He continued to say that he would go AWOL. The gravity of the issue was discussed and how it could impact his career after leaving the Army. He understands what his actions could do to his career after the Army. He was then escorted to the barracks by his Unit Command. (24Oct11) I spoke to SGT (b)(6) Soldier stayed in the barracks and has not gone AWOL. He did not complete the assignments that were given by LTC (b)(6) but unit is still assisting this Soldier in every way possible.. At this point there are no other issues to address.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
55179	Army National Guard	Fort Irwin	Complaint Against WTU Chain of Command	9/19/11	(14 Sept 2011) Nurse case manager contacted me that a female Soldier felt uncomfortable being around her Platoon Sergeant. She was not sure whom she speaks to about her concerns. Therefore, the NCM manager requested that she speak to me.	RESOLUTION	(15 Sept 2011) After the meeting, the Soldier came to my office and informed me that her meeting with her Platoon Sergeant went well. Her concerns were not warranted she miss judge him and she now feel he is a good NCO. I asked her if she was satisfied with the outcome of the meeting she said yes therefore case closed.
55344	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/21/11	19 Sept. 2011: I am writing you concerning the actions of (b)(6) CO, Sfc (b)(6) She is unbearable. She spends most of her time making the soldiers angry and writing counselings on them. Last week she made a soldier so angry that he had to go to the hospital by ambulance for an anxiety attack. She lets the soldiers know there is a change at the last minute. She yells at them for no reason. She accuses them of doing things that they didn't even do. My car has been in the shop for over a month. It overheated and the motor had to be totally rebuilt. On Sept 10, our only other car broke down. I had my car back for two days and it overheated again and had to be towed back to the shop. I got (b)(6) to work on Monday the 13th. I had to pick him up to take him to a one o'clock appointment. Sfc (b)(6) threw a fit because	RESOLUTION	19 Sept. 2011: Soldier's 1SG responded via email writing: It is my belief that considerations of others must be taken at all times with all SMs and even more so with our Warriors and their family members. As I'm sure you are aware, this is not my first complaint that I have had against SFC (b)(6) If removing her becomes the end result necessary I must follow proper protocol to give the SM a chance to correct her actions. That being said, I will be formally counseling SFC (b)(6) in reference to the statement written. Contacted Soldier and Spouse and told them what the 1SG siad he would do. Also, informed them to notify me if the have any future issues with SFC (b)(6) I will follow-up.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
55417	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	9/22/11	25 Aug 11: WTU Commander refuses to allow Soldier to take leave and heal in the Tulsa area while she waits to go CBWTU.	RESOLUTION	26 Aug 11: Ombie spoke with LTC (b)(6) who stated they are waiting on the doctors notes to determine if she will be REFRAD. I gave her the numbers and emails to her STATE Surgeon, the RACH Hospital Commander and the OKNG Family Support. Ombie also spoke with acting DCCS MAJ (b)(6) He recommend the Soldier be placed on leave. 6 SEP 11: Soldier inprocessed with HQ plt and was told that she had to stay. She was not prepared to stay and had not made arrangements for her 41yo EFMP brother. Soldier requested a meeting with acting Hospital Commander Mr (b)(6) who called MAJ (b)(6) MAJ (b)(6) then gave the Soldier leave. Issue Closed by Ombie. Soldier Satisfied.
55512	Active Army	Fort George G. Meade	Complaint Against WTU Chain of Command	9/23/11	Soldier wants to go TDY to Fort Huachuca, Arizona(Sep27-Nov 2).	RESOLUTION	22 Sep 11- Called soldier and informed him of the Company Commander decision. Explained that the WTU is for Transition through a medical board or RTD, the focus is for the soldier to heal. A request for TDY is not acceptable. Soldier understood and acknowledged that he was not happy w/ the decision. He knows that he is welcome at the office anytime.
55528	Active Army	Fort Hood	Complaint Against WTU Chain of Command	9/23/11	26 AUG 11: Soldier states profile is being violated.	RESOLUTION	26 AUG 11: CDR was not aware of the situation and wanted to see the Soldier. F/U: Soldier states his duty was changed to Monday.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
55536	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/23/11	<p>3 Aug 11: Soldier requested assistance with assistance with how he is being treated by SSG (b) (SL). Soldier states he has been recommended for chapter and is on a movement control order. Soldier stated that SL attempted to take the battery out of his car and remove a chip from the car. Soldier stated that when SL could not remove either he then took a set of keys to Soldier car and house. Soldier stated that when he refused to sign a counseling statement SL started yelling and told Soldier he was going to smoke the s___ out of him.A</p>	RESOLUTION	5 Aug 11: Spoke with Soldier and Soldier has received his keys back from CoC.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
55563	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	9/23/11	1 Sept 2011: Soldier's spouse frustrated with the lack of communication at RACH and WTU.	RESOLUTION	<p>1 Sep 11: SFC (b)(6) asked (b)(6) (OK NG Family Support) what other resources are available to (b)(6) and (b)(6) had a folder of resources information she gave (b)(6). It included resources for TBI Support Groups, Financial assistance agencies, Respite care, etc. SFC (b)(6) asked (b)(6) was there any other assistance she needed right now. She said she only had \$20 in her wallet and she had to borrow money from her family for gas to get to Ft Sill. It was in the discussion that (b)(6) told us she did not have a military spouse ID card. She said she never applied for an ID card. She said she could go to the ID card section and apply. That is when I told them I had the Armed Services YMCA referral form in my office and could immediately Fax it, call (b)(6) or (b)(6) and they could let (b)(6) know right away if they had gas cards or food available, it was SFC (b)(6) that asked her if she needed Diapers for her 1yr old child and she said yes. So once I assisted her in filling out the form (Needs requested were: Gas Card, Food and Diapers) I called and spoke with (b)(6) I faxed the form. He immediately approved the form and had everything available and told (b)(6) she could pick up everything at 5pm the same day. After the "meeting" (b)(6) volunteered to have (b)(6) trail her in her vehicle to the Armed Services YMCA to pick up the items since (b)(6) was not familiar with the city of Lawton.</p>
55719	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	9/27/11	13 Jun 2011: SM has completed MEB and was medically retired. SM stated he contacted this office to express his concerns regarding what he perceived to be unfair treatment by the chain of command regarding first formation and late work call.	RESOLUTION	<p>13 Jun 2011: SM has completed MEB and was medically retired. SM stated he contacted this office to express his concerns regarding what he perceived to be unfair treatment by the chain of command regarding first formation and late work call. SM further stated he and his wife submitted a congressional complaint which resulted in the CDR speaking with him and his spouse about their concerns. SM thanked me and stated no further assistance was required from this office.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
55745	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	9/27/11	30 Aug 11: Soldier requested assistance with using the open door policy to schedule a meeting with LTC (b)(6) (WTB, CDR). Soldier stated that he informed the command on 26 Aug 11 that he would like to meet with LTC (b)(6) and as of today has not heard anything.	RESOLUTION	1 Sep 11: Receive email from CPT (b)(6) stating Soldier met with the BC on 31 Aug 11 there were no further action pending.
55756	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	9/27/11	Warrior and SQD LDR did not communicate effectively and now Warrior and Family are on leave and there is no leave form	RESOLUTION	9/23 the Warrior can continue on with his leave and will have to take his and his actions up with the BC upon his return.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
55762	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/27/11	<p>30 Aug 11: Soldier contacted the Ombudsman to express his concerns about how he was treated by SSG (b)(6) (SL). Soldier states that during a meeting SSG (b) got so upset that SFC (b)(6) had to restrain SSG (b)(6) to prevent him from attacking Soldier. Soldier stated the SSG (b)(6) was so mad that he starting hitting the wall. Soldier stated that he was informed to tell his wife to stop calling WTB. Soldier states he was also informed to tell his wife not to contact the Ombudsman stirring up trouble because the BC will get mad and it will only hurt the Soldier. Soldier states he was informed by the 1SG that this would be handled. Soldier states that he has been recommended for UCMJ actions and chapter for civilian offense.</p>	RESOLUTION	<p>1 Sep 11: Receive email from CPT (b)(6) wanting to confirm that this is a closed case. Ombudsman (b)(6) replied to CPT (b)(6) email stating: Per email from 1SG (b)(6) SSG (b)(6) was counseled. Is further action being consider? As an Ombudsman, issues of concern are brief to higher command. I would consider this an issue of concern. Received email from CPT (b)(6) stating the following actions were taken by company: SL was counseled, removed from working with Warriors until he has completed the stress and anger management (6-7 September). Once the courses are completed the chain of command will re-evaluate SL. The BN has been made of aware of the incident and the actions taken. Soldier briefed.</p>
55808	Active Army	Fort Drum	Complaint Against WTU Chain of Command	9/27/11	<p>27 sept 2011 Soldier came to office he reports that he is in the TBI program that is not supposed to have any Staff duty or after hours duty. he was called and told that he has duty tonight. he told PSG of the profile and he said not his issue.</p>	RESOLUTION	<p>27 sept 2011 email sent to the commander after telephone attempts to both the 1SG and the Commander were unanswered. commander responded to email directing me to the acting 1SG. 1SG reports that the current 1SG did not provide him with the DA6 he would adjust the roster and ensure that this Soldier doesn't have duty till TBI treatment is complete. soldier notified. case closed resolved.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
55819	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	9/27/11	SPC (b)(6) states he feels his NCM is prejudiced against African American males; and feels she has been against him the whole time.	RESOLUTION	8.23.11 SPC (b)(6) met with (b)(6) for the initial visit and reported no problems or concerns. She explained her role, the importance of making his appointments on time and communicating with both the C2 and M2.
55846	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	9/27/11	7 Sept 2011: SM stated his PSG has targeted SM and continues to harass SM because SM does not regularly wake up in the morning and is occasionally late or misses formations.	RESOLUTION	21 Oct 2011: I coordinated with CDR & 1SG who stated SM's punishment on Article 15 was all suspended because of information provided by SM and psychologist. The CDR stated the SM needed to work better at conveying his concerns directly to the CofC, because the psychologist and other providers don't always share specific information with unit leaders. I fully briefed SM on all aspects of the discussions I had with CofC and informed SM he should take advantage of the offer by his psychologist to help SM with goal setting for SM's upcoming CTP and FTR. SM thanked me and departed.
55866	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/28/11	24 Aug 11: Soldier requested assistance with the harassment he is receiving from CP (b)(6) co cdr), SSG (b)(6) (PLT SGT), (b)(6) (b)(6) (CM). Soldier stated he met with the LTC (b)(6) (WTB, CDR) and address some concerns on 4 Aug 11 and at the end of the meeting all counseling states where removed and he was assigned a new SL. Soldier stated since then someone notified his parent unit the he was non compliance and his CM disapproved a CBWTU transfer.	RESOLUTION	24 Aug 11: Soldier was advised to use the open door policy and schedule a meeting with LTC (b)(6). Soldier was informed that the first meeting he had with LTC (b)(6) was successful and he was able to resolve his issues.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
55905	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	9/28/11	9.26.11 Soldiers states he was accused of "faking his pain" by the First Sergeant the day after surgery to remove his Gall Bladder.	RESOLUTION	9.30.11 Spoke with 1SG (b)(6) regarding SGT (b)(6) concern and being accused of faking his pain. The 1SG stated the soldier had orders for REFRAD but stated he was still on convalescence leave until 2 Oct 11. He said the soldier looked fine to him. I stated that everyone heals at a different pace and one's level of pain is certainly different than another. I informed the 1SG the soldier stated as a NCO he was insulted and disappointed that he was called a malingerer by a NCO who did not know anything about him. He stated it was pretty chaotic that day; the soldiers were moving into the new barracks and the stress level was pretty high in the BN.
55978	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	9/29/11	Soldier is pending disciplinary actions for missing formations	RESOLUTION	29 SEPT 11: According to the squad leader, the Soldier does not have any UCMJ actions pending, but will receive a written counseling if his behavior does not improve.
55982	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	9/29/11	16 Sep- denial of surgery	RESOLUTION	18 Sep 11-Surgery was done as scheduled.
56017	Army National Guard	Fort Stewart	Complaint Against WTU Chain of Command	9/29/11	Date 19 Sept 2011, Warrior would like the Ombudsman to speak to his Unit Chain of Command about his Chapter paperwork. Warrior stated that he will be receiving a Chapter for (Pattern of Misconduct). Warrior came up as being positive on a Unit UA for cocaine. Warrior stated that he was very depressed at the time of his use of this drug and this was due to his Medical Condition (PTSD). Warrior would like the Ombudsman help in not receiving Disciplinary Action.	RESOLUTION	Date 21 Sept 2011, Ombudsman informed this Warrior that he need to seek legal advice in this matter, also seek advice from his Doctor and Nurse Case Manager about his Medical Condition causing him to take an un-authorized drug.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
56076	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/29/11	12 Sep 11: Soldier and Family Member requested has sought Ombudsman assistance to address their experience in the WTB.	RESOLUTION	13 Sep 11: Received a call from LTC (b)(6), LTC (b)(6) and Ombudsman discuss Soldier and Family Member concerns. LTC (b)(6) stated Soldier is not being recommended for promotion because Soldier is being recommended for chapter, which stops favorable actions. LTC (b)(6) stated he would look into concerns that he was unable to address. Soldier and Family Member briefed on 14 Sep 11.
56077	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/29/11	13 Sep 11: Soldier has sought Ombudsman assistance with how he was treated by SFC (b)(6) (PLT SGT).	RESOLUTION	15 Sep 11: received email from 1SG (b)(6) stating Soldier complaint is somewhat accurate however we all know a day off for birthdays are not promised but should be accommodated if possible. The Soldier stated almost everything word for word as to the way this incident took place however he did not have an anxiety attack during her conversation with him. The anxiety attack took place afterwards. As for SFC (b)(6) yelling, 1SG (b)(6) would say she was stern but did not yell. In attempts to not belittle/override my PSG in Soldier presence, 1SG (b)(6) wanted the Soldier and the NCO Support Channel to sort this issue out. Additionally, 1SG (b)(6) informed the Soldier to contact his SL reference this issue and have the SL talk with PLT SGT to allow him to take the day off for his birthday. If the situation was not handled, I was going to allow the Soldier to take the remainder of the day off providing he had no appointments and his CTP was complete. Since the incident, 1SG (b)(6) have spoken with PLT SGT and informed her to bear in mind that as a Cadre Staff for Wounded Warriors must use sympathy and empathy when dealing with Warriors and at the same time maintain discipline. Soldier briefed.
56089	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	9/29/11	29 September 2011: The Soldier is complaining that his CoC is unable to provide an MWR Card.	RESOLUTION	29 September 2011: The CoC and WTB S-1 stated that no more MWR cards would be issued this fiscal year, but that Soldiers could use a copy of their WTU orders to access all MWR activities without cost. New cards will be issued O/A 1 October 2011. The Soldier was notified and was satisfied with this outcome.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
56266	Active Army	Fort Stewart	Complaint Against WTU Chain of Command	10/4/11	6 Sep 11: Soldier presents upset that COC is going to laterally convert her from CPL back to SPC	RESOLUTION	7 Sep 11: I contact the Soldier to explain the rationale for the conversion only to be told that she was confronted by the unit 1SG this morning and informed that she would retain her CPL stripes. The Soldier stated that if I hadn't have spoken with the 1SG regarding this issue that she would be a SPC. She expressed her appreciation for my interaction with her LDRSHIP. I visit the 1SG to who informs me that she had second thoughts after our conversation and informed the CDR, who agreed to allow this Soldier to retain her CPL stripes.
56433	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	10/5/11	Possible UCMJ action	RESOLUTION	3 OCT 11: Closing the case because the Soldier has not returned several voicemails; will reopen the case if the Soldier calls back.
56443	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	10/5/11	22 July 2011: The Soldier is complaining about the WTU CoC.	RESOLUTION	29 July 2011: The Soldier was notified about the rationale for these CoC determinations. The commander agreed to meet with the Soldier to address his complaints; however, the Soldier declined to do so. The Soldier remains dissatisfied with his CoC and is filing a complaint with his ARNG State IG Office. The Soldier did file a Congressional Inquiry prior to presenting similar complaints to this office.
56550	Army National Guard	Fort George G. Meade	Complaint Against WTU Chain of Command	10/6/11	27 Sept 11: Soldier request assistance because command is giving him an article 15, and he was told that he was going to be reduced from E-6 to E-1.	RESOLUTION	28 November 2011 Because of the severity of this case, with the Soldier having a weapon on the base, he was referred to the JAG to see what his rights are. This case is closed unless the Soldier needs help win the future. Case Closed
56556	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	10/6/11	HARRASSMENT BY CADRE	RESOLUTION	6 OCT 11: Spoke with the 1SG who stated that he had spoken with SFC (b)(6) reference the counselings and other incidents that took place with the Soldier. Stressed to the Soldier that he must respect his senior NCOs and if he needed anyone to accompany him when he speaks with SFC (b)(6) he could call him. Stressed to the Soldier to utilize his open door policy if there are future incidents. The Soldier stated that he had a motorcycle safety class scheduled for 17 October.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
56559	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	10/6/11	WTB CADRE UNPROFESSIONALISM	RESOLUTION	6 OCT 11: 1SG prefers that the Soldier (WT) takes his/her squad leader or the Ombudsman in with them when speaking with a member of his cadre. He would address the alleged unprofessionalism and disposition of SFC (b)(6)
56630	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	10/6/11	5 August 2011: The Soldier is complaining that he is being required to report to the ER for evaluation with his SL/PSG.	RESOLUTION	5 August 2011: The Soldier did report to the ER for evaluation with his CoC as an escort. The Soldier remains dissatisfied and does not want to undergo evaluation.
56703	Army Reserve	Fort Sam Houston	Complaint Against WTU Chain of Command	10/7/11	04 Oct 11: Soldier stated that he is received a letter of reprimand for going TDY	RESOLUTION	06 Oct 11: The Soldier came to my office to discuss his letter of reprimand... I explained to the Soldier that I spoke to the command. The command consensus is that as an officer he clearly disobeyed and circumvented the chain of command. The Battalions commander stated that he will allow the Soldier to present a rebuttal letter and he will consider it.... The Soldier asks me for the IG number and I provided for him.
56723	Active Army	Fort Drum	Complaint Against WTU Chain of Command	10/7/11	6OCT11: Soldier states that even though he has changed companies a certain SSG will see him and address his medical issues in the presence of others.	RESOLUTION	7OCT11: All questions were addressed and answered. Soldier is satisfied. Issue resolved

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
56747	Active Army	Fort Riley	Complaint Against WTU Chain of Command	10/7/11	<p>29 August 2011 WWAS to AWCTS transition Issue: These are SGT (b)(6) concerns:</p> <ol style="list-style-type: none"> 1. Requests 30 to 60 days of convalescent leave. This is his priority concern. 2. Requests another appointment with Dr. (b)(6) (on-post physiatrist). SGT (b)(6) reported that he been unable to get a second appointment with Dr. (b)(6) 3. Requests transfer to B Company WTB in order to have a fresh start. If transfer to B company is not possible, then the soldier requests that he be moved to a different platoon. 4. Requests that he be assigned a different NCM. SGT (b)(6) is currently assigned to CPT (b)(6) My understanding is that SGT (b)(6) was already transferred from (b)(6) CPT (b)(6) SGT (b)(6) reported that he met with LTC (b)(6) recently. 5. SGT 	RESOLUTION	<p>Note: The extensive email traffic is the best documentation on this issue. Please see the Attachments Section for a copy. 29 August 2011 I emailed his treatment team and command. 30 August 2011 I met with the soldier. 31 August 2011 I met with the NCM, OIC NCM and two of the IACH Patient Reps about this soldier. I met with this soldier briefly. 02 September 2011 I called SGT (b)(6) to follow up with him. 06 September 2011 I back briefed (b)(6) about what occurred with SGT (b)(6) when she was on leave.</p>
56782	Active Army	Fort Riley	Complaint Against WTU Chain of Command	10/11/11	<p>06 September 2011 Soldier asked to remain anonymous. ISSUE: Dissatisfied with the way things are done in the WTB. He had a 2-page, unsigned/no-name, MFR that he wanted me to give to the CSM.</p>	RESOLUTION	12 October 2011 Resolution: See 12 October 2011 Action Logs.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
56960	Active Army	Fort Wainwright	Complaint Against WTU Chain of Command	10/12/11	Soldier alleges unit insensitive to medical needs	RESOLUTION	13 Oct 2011: I coordinated with 1SG (b)(6) who advised that at 1600, 12 Oct 2011, SSG (b)(6) was re-assigned to another platoon within the company. Please see attached email. I will close this action as resolved favorably. Nothing follows.
57370	Active Army	West Point	Complaint Against WTU Chain of Command	10/19/11	30 AUG 2011: Soldier is receiving an Article 15 for being AWOL. Soldier feels as though he had kept his CoC informed as to his whereabouts and that the Article 15 is not warranted.	RESOLUTION	8 SEPT 2011: Soldier did receive and Article 15. After the multidisciplinary team meeting in Sept he has abided by all rules and has started moving forward. I spoke with the Soldier on 5 OCT and he is doing much better and has not had any issue since this.
57405	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	10/19/11	8.23.11 Request assistance regarding soldiers using MWR Activities in a "flagged" status	RESOLUTION	10.3.11 Per MSG (b)(6) soldiers who are flagged for overweight will not be denied access to sign up and participate in MWR activities.
57730	Active Army	Fort Hood	Complaint Against WTU Chain of Command	10/24/11	17 Oct 11, Mistreatment of Soldier and improper medical care.	RESOLUTION	18 Oct 11, Ombudsman and (b)(6) met with LTC (b)(6) CSM (b)(6) CPT (b)(6) B company Commander, 1SG (b)(6) MAJ (b)(6) WTB Surgeon, CPT (b)(6) Senior CM, (b)(6) CM and SSG (b)(6) Squad Leader. (b)(6) was able to voice concerns and was given feedback. (1) Medical concerns was addressed by MAJ (b)(6) and explained that Soldier was in the EMMO program and that someone was monitoring Soldier's medication intake. Secondly Soldier would not be released from inpatient until they can stabilize her condition by getting medications back on board. (2) SL stated that she was involved with daughter getting admitted into hospital because she had notice changes in her behavior (3) A follow up meeting with daughter inpatient staff and COC was schedule for 27 Oct (4) LTC (b)(6) stated that he would contact trial defense to talk with (b)(6) and do whatever it could to expedite process (5) Mom provided contact information for all members in COC and SL (b)(6) to assist her with any additional issue.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
57858	Army Reserve	West Point	Complaint Against WTU Chain of Command	10/25/11	23 Sept 2011: Soldier reports that squad leaders and platoon sergeants are going into Soldiers rooms unannounced and without them present.	RESOLUTION	26 Sept 2011: I met with the WTU 1SG and Commander. Discussed this concern with them. They ensured me that they were not breaking any policy or regulation and that the room inspections were health and welfare checks on the WTU Soldiers.
57861	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	10/25/11	5 October, 2011: Soldier's wife states Soldier told her he has had another issue with his CoC. Wife states Soldier told her the following information: I am writing you, again, concerning the ineptitude of the command of my husband's unit. If you remember, I wrote to you last about the car trouble we are having and the disrespect of the command concerning these issues. My car is still at the shop. The mechanic messed up the first motor and I had to pay for a used motor from Spring Lake Auto. I had the car for one day following installation and it has a coolant leak, so I had to return it to the shop. We did manage to get our other vehicle working and (b)(6) has been driving it to work. Vehicle inspections were held today, because of the upcoming four day weekend. (b)(6) and SGT (b)(6) were doing the	RESOLUTION	14 October, 2011: Received an email from Soldier's Spouse stating " Yes, I spoke with him. I wrote you the email and told you exactly what he told me. I am not sure why he told CSM (b)(6) that there was not a problem. It could be that he is afraid that if he says there is a problem, it could just make his time at the WTB worse than it already is." Instructed Soldier's Spouse to tell Soldier to contact me.
57864	Army Reserve	West Point	Complaint Against WTU Chain of Command	10/25/11	3 OCT 2011: Soldier claims that a Squad Leader from the WTU was very disrespectful and embarrassing.	RESOLUTION	3 Oct 2011: I told the Soldier that he is still a Soldier and needs to follow the rules put into place. I spoke with him for a long time and by the end of the conversation he was clam and in better spirits.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
58126	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	10/27/11	<p>27 Oct 11; Soldier presented with the concern of feeling he was disrespected and spoken to in a demeaning manner; by (b)(6) (Transition Coordinator) while attending his SCRIMMAGE Meeting today. Soldier states (b)(6) (b)(6) asked several questions as to what he was doing to prepare himself for Transitioning. Soldier states he replied by stating he was currently working on his Graduate Record Examination (GRE) preparing himself for the Master's Program, and that he was also looking into attending the DJ Academy in Miami, FL. Soldier states first (b)(6) asked what is a GRE and what could it do for him. Soldier states he explained it is like the SAT preparing people for College. Soldier states then (b)(6) stated he didn't offer anything for want to be DIs: which Soldier states this</p>	RESOLUTION	<p>28 Oct 11; MAJ (b)(6) informed of the following: I spoke with CPT (b)(6) and (b)(6) who were both at the meeting. It appeared to be a matter of misperception. (b)(6) is very direct when speaking to Warriors. However, my Battalion Commander, LTC (b)(6) informed me that CSM (b)(6) was in the meeting and not only did (b)(6) speak down to CPL (b)(6) but his Squad Leader as well. So, in conclusion, CPL (b)(6) was right to be upset. LTC (b)(6) stated that (b)(6) (b)(6) will be verbally counseled on his actions and must learn on how to address people, when talking to them. I then contacted Soldier to address findings and case closure. Soldier understood, agreed, was pleased, thanked me and had no other concerns.</p>
58221	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	10/28/11	PLATOON SERGEANT POSITION	RESOLUTION	<p>27 OCT 11: The Soldier stated she would speak with the EOA and if those results are not what she's expecting to hear, she will get on the CSM's calendar and will utilize her IG if necessary.</p>
58265	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	10/28/11	<p>17 Oct 11 - Soldier had an approved pass for the weekend of 7-10 Oct, but at the last minute it was pulled,</p>	RESOLUTION	<p>18 Oct 11 - Soldier was seen by CSM (b)(6) and he felt any UCMJ action was not warranted. Soldier was very satisfied with the end result.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
58359	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	10/31/11	12 Oct 11 - Male Squad Leader walked into the female bay area during personal time unannounced.	RESOLUTION	12 Oct 11 - Ombudsman reported the incident to WTU BN CSM (b)(6) who stated she'd take care of the problem immediately and also ensure Cadre staff received additional training.
58365	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	10/31/11	Soldier removed from her PSG position to a Squad Leader position unjustly	RESOLUTION	31 OCT 11: Closed case without action per Soldier's request.
58509	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/1/11	17 Oct 11- Soldier reported to wife that he was ordered moved out of inpt psych tx for no reason by command	RESOLUTION	19 Oct 11- Wife discussed issues with BDE CDR and was satisfied with outcome.
58511	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/1/11	31 Oct 11- Soldier reports that he is being given a FG article 15 and doesn't understand process and he is being kept in dark by command	RESOLUTION	31 Oct 11- Advised on process and provided resources to assist Soldier
58835	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	11/7/11	Soldier is afraid to report to the commander without an Ombie in the room with her.	RESOLUTION	Soldier followed up with me a few days later and she was smiling and happy. She withdrew from the provider who accused her of being an addict and resumed her counseling with (b)(6) she says things are going well and she did not expect to be treated so well.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
58960	Army National Guard	Fort Eustis	Complaint Against WTU Chain of Command	11/8/11	SGT (b)(6) requests assistance with being moved to a different platoon.	RESOLUTION	12 Dec 11: I spoke with 1SG (b)(6) WTU 1SG, CSM (b)(6) and (b)(6) the WTU Social Worker. Per (b)(6) Sgt (b)(6) has mentioned in the last few sessions of a desire to request to be moved to a different platoon. He has not asked me to bring the issue into the light for change yet for fear of repercussion. He reports that he experiences stress from his contact with SSG (b)(6) 1SG (b)(6) denied his request to move SGT (b)(6) to a different platoon however, he has changed his Squad Leader. SGT (b)(6) believes this change is not good because he is under the influence of the senior leaders in the platoon. SGT (b)(6) requested to speak with CSM (b)(6) on his "open door policy". CSM (b)(6) listened to SGT (b)(6) stated that he would investigate his concerns and give SGT (b)(6) a response. SGT (b)(6) satisfied with the answer.
59014	Army National Guard	Fort Polk	Complaint Against WTU Chain of Command	11/8/11	1 Nov 2011 - Soldier states his PSG is accusing him of malingering.	RESOLUTION	2 Nov 2011 - I followed up with the Soldier and asked him to let me know if the problem persists. Soldier was satisfied.
59061	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	11/8/11	Tuesday, 08 November 2011 Note: PFC (b)(6) made it very clear that he wishes to be officially anonymous until he instructs me otherwise. PFC (b)(6) wanted to speak to me, mostly as a sounding board, so he can decide how he wants to handle his UCMJ issues. He reported that his company commander falsified the dates on his company grade article 15 on at least two occasions.	RESOLUTION	This issue has been rolled up into the 15-6 investigation. PFC (b)(6) medical board is complete. He is on terminal leave.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
59342	Army National Guard	West Point	Complaint Against WTU Chain of Command	11/15/11	11/1/2011: Soldier dislikes the WTU CoC and feels as though they are not receptive to him.	RESOLUTION	11/15/2011: Although this is going to be an ongoing issue based on the fact the Soldier is not getting what he wants at this time, it can be closed at the Ombudsman level unless other issues arise. Thus far, the Command and all medical personnel are aware of the Soldiers situation and feel that it is best to evaluate him further before sending him to remote care. The Soldier is being seen primarily by BH but has other medical concerns that are being addressed as well.
59554	Active Army	Fort Drum	Complaint Against WTU Chain of Command	11/17/11	16 Nov 11: Soldier alleges retaliation from CoC.	RESOLUTION	18 Nov 2011 retrieved soldiers leave forms from S-1 she reports that she requested PTDY commander states that he told her she could have normal leave. Commander reports that she agreed to this and signed DA 31 ordinary leave. She returned from leave and was informed that she had a appointment to pick up her clearing papers on the 3rd because she attended the briefings on the 2nd. Soldier reports that she went to transportation and was given an appointment for the 15th. Soldier reports that she notified her SQD LDR about the delay in dates at witch time the SQD LDR replied that she would look into it. SQD LDR came back a few hours later with and appointment date of 8 nov 1300. Soldier reports that she started clearing and went to her appointment at transportation on the 8th at which time she was informed that the soonest they could pack her out was the 21-23 nov. I went to the transportation office to see if there was any records of these dates the transportation officer pulled (b)(6) file and we discussed the dates. Transportation reports that (b)(6) selected the dates of 21-23 she was not given them. When asked if they could have packed her 14-18 the answer was absolutely they have very few pack outs this week. Transportation reports that she elected the dates. p/c to Soldier asked her about the dates she reports that is what she was given not requested she reports that if she had been given 14-18 she would not be asking for extra time. P/C to Commander he reports that on Wednesday he along with SSG (b)(6) counseled her on her need to take her leave if she did not sign out she could remain accountable but her leave would not be extended or changed. P/C to SSG (b)(6) she confirmed the counseling session. And

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
59573	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/17/11	26 Oct 11 - Soldier states that he has been restricted to the Company, has to be escorted everywhere he goes. He has been stuck in his room since September and it is affecting his mental and morale.	RESOLUTION	17 Nov 11 - Soldier was advised to obtain memos from his health care provider and family advocacy to present to his chain of command in order to have the restriction to the company lifted.
59629	Army Retired	Fort Riley	Complaint Against WTU Chain of Command	11/18/11	10 November 2011 LTC (b)(6) had his squad leader, SSG (b)(6) set up a meeting with his company commander, CPT (b)(6) to discuss LTC (b)(6) grievances against CPT (b)(6) LTC (b)(6) requested that I attend the meeting to be a witness as to what was or was not said at the meeting. The meeting was set for 0830 hours. I was informed at 0752 hours. I attended the meeting. LTC (b)(6) recorded the meeting with the consent of CPT (b)(6) NOTE: LTC (b)(6) case is unusually complex and nuanced. There is a significant backstory to this case. I have been working with LTC (b)(6) since 24 November 2010.	RESOLUTION	Monday, 28 November 2011 I met with LTC (b)(6) Nothing more can be done until the results of the 15-6 investigation come in. I will continue to work with LTC (b)(6) on his Purple Heart packet and the LOD for the jawbone surgery that he had last week.
59780	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/21/11	17 Nov 11- Soldier chain of command being unreasonable	RESOLUTION	18 Nov- Set up for Soldier to meet with chain of command - pleased with outcome.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
59825	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	11/22/11	Tuesday, 22 November 2011 SFC (b)(6) reported that he has to pull duty this Friday, which is in violation of his profile.	RESOLUTION	SFC (b)(6) convinced 1SG (b)(6) to take him off of the duty roster.
59850	Army National Guard	Fort George G. Meade	Complaint Against WTU Chain of Command	11/22/11	21 Nov 2011- soldier has a "service dog". He is not authorized to continue using his dog as a service animal until a thorough evaluation is completed.	RESOLUTION	7 Dec 11- multidisciplinary meeting held last week, Deputy Brigade Commander attended the meeting. Soldier presented his "case" and the C2 agreed to allow soldier to bring his dog to formations and places where he is allowed. Additionally, the WTU will send soldier and his dog to training in New Jersey for certification. Spoke w/soldier today, he is doing well and happy w/ the decision.
59863	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/22/11	18 Nov- needs to know status of DD214 and transportation claim. States unit was suppose to clear him in absentia.	RESOLUTION	21 Nov 11- Contacted individuals to ensure memo was completed and DD214 sent to Soldier. Still awaiting word from DA on transportation claim.
59919	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/23/11	17 Nov 11- Soldier feels he is being treated unfairly by chain of command	RESOLUTION	23 Nov 11- Soldier will be processed through MEB.
59932	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	11/23/11	On 23 Nov 11 I received a call from Soldier's NCM stating that SM's father was upset about how the SM's SL talked to him and SM in reference to him taking his son away from the WTU for a small period of time. He also felt SL does not get along with his son.	RESOLUTION	On 30 Nov 11 I met with the Soldier's Chain of Command and concluded that the conflict between the Soldier and his COC, that is, his Plt Sgt had been resolved. It was noted that the SM's father was getting too involved and unduly influencing situations which were to be done IAW ARs. Also noted that the situation deteriorated after voices were raised. The Plt Sgt pulled the Art 15 recommendation counseling back from the CO. The SM's SL and incoming Plt Sgt were aware of situation and no reprisals were pending against SM. I called the SM and he told his father to let the Army do its job working with him. I also asked the SM's father to do the same and everyone apologized for the miscommunication as to how the situations were handled. The SM said he was comfortable now with SL and said his father got things blown a bit out of proportion.

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
60082	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/28/11	21 Nov 11, Commander is not allowing Soldier time to properly clear the unit.	RESOLUTION	28 Nov 11, Ombudsman received e-mail from LTC (b)(6) stating SGT (b)(6) had cleared and departed Fort Hood on Friday. The Alleged victim is now wavering on whether or not she wants a formal EO investigation; likely we will conduct a 15-6 here (fwd info to SGT (b)(6) USAR unit, if appropriate).
60209	Army Reserve	Fort Polk	Complaint Against WTU Chain of Command	11/30/11	<ul style="list-style-type: none"> • BLUF # 60194: ARMY RESERVE: WTU RELATED: Other: Soldier requests help to remain in current room. • BACKGROUND INFORMATION: LTC (b)(6) received notification on Wednesday November 23, 2011 requiring that she was to be vacated from her current room no later than 0900hrs on Tuesday November 30, 2011. LTC (b)(6) stated that she felt that she had exhausted all avenues before contacting Wounded Soldier and Family Hotline. Soldier request to remain in current room due access to exit due to her phobia of cats. Soldier stated that exit leads her straight to her vehicle, and helps her by pass any stray cats that may be on premises. Soldier also stated that she is claustrophobic and the room they will be moving her too is too small. Soldier stated that her current room is ADA 	RESOLUTION	1 Dec 2011 - The WTU command is working with the Soldier regarding her issues. If she can provide medical documentation that supports her having an ADA room, the command will accommodate that. If not, she will be expected to move this week along with the other Soldier's that don't require an ADA room. The DCCS has also reviewed this case.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
60252	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	11/30/11	29 Nov 11: Family Member has sought Ombudsman assistance with how SSG (b)(6) speaks to them and treats Soldier.	RESOLUTION	30 Nov 11: Family Member concern was emailed to LT (b)(6) (Co CDR), 1SG (b)(6) and CSM (b)(6) (WTB, CSM). Received email from CSM (b)(6) asking 1SG peel this onion back and ensure SSG (b)(6) is treating Family and Warriors with dignity and respect. CSM (b)(6) asked for a back brief before COB 1 Dec 11.
60411	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	12/2/11	1 Dec 11: SPC (b)(6) request asst. in reference to his risk assessment status. Soldier states he has been elevated to a high status; Soldier stated that he was told he was elevated to a high status due to stress and medications; Soldier states his medication regiment has always fallen in the same category and he is not stressed; Soldier feels this act was taken to harass him.	RESOLUTION	5 Dec 11: Per SSG (b)(6) SL, during the TRIAD, Dr. (b)(6) categorized SPC (b)(6) as high risk due to the fact of his medications, pain level, and the fact that he is not coping well with getting out of army soon; Soldier does not agree with decision, however, he knows who & why the decision was made; No further assistance needed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
60569	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	12/6/11	<p>6 Dec 11: SM reports receiving improper and neglectful medical care/treatment, as well as harassment by another CAPT at the WTU who is responsible for the care and wellbeing of sick and injured soldiers. SM reports experiencing both behavioral health and medical issues to include (b)(6)</p> <p>(b)(6)</p> <p>(b)(6) SM reports these conditions have worsened as a result of the harassment by the CPT for her speaking out to get the medical services she needs. SM reports deployment to Kuwait 07-08. SM reports she has spoken to several people within her battalion/command and outside of her command such as ombudsman for assistance with this CPT without success. SM reports this CPT/commander has called her late evening ordering her</p>	RESOLUTION	<p>8-Dec-2011 Issue#1: Soldier asserts that she is not/ has not received proper medical treatment. Based on the verified objective evidence Soldier has been evaluated and treated by: ... Occupational Therapy-released in May 2011, Physical Therapy-ongoing treatment, Ortho clinic-8 March 2011 received 1st opinion (non-surgical) 18 July2011 received 2nd opinion (non-surgical). Pain Management clinic- Soldier preferred an off post provider, ABH clinic-Soldier preferred an off post provider - ongoing. TBI sleep clinic-a sleep study was conducted at Gateway Medical Center, Podiatry-on-going, Neurology-Soldier received 2 opinions on post for no diagnosis r/t a neurological condition: Completed neurological work-up to exclude Multiple Sclerosis and any other neuro condition. Issue #2: Soldier asserted that she is being harassed by the unit commander for speaking out to get medical services. Commander stated that is not true; per AR 27-10 all Soldiers have a right to address all of their concerns without reprisals. Issue #3: Soldier asserted that she was called late in the evening to report to the Emergency Room (ER) for psyche evaluation and other harassing things such as being accused of threatening to kill the unit commander. The Soldier was ordered to report to the Blanchfield Army Community Hospital for psychological evaluation on 29 Nov 2011 at approximately 1630 hours after the commander was notified by CPT (b)(6) primary care manager (PCM), nurse case manager (NCM), clinical social worker (CSW), platoon sergeant and her squad leader that Soldier verbalized a threat to kill the unit commander if she returned back to the unit area. Issue#4: Soldier asserted that she is forced to muster formations with the commander who is</p>
60711	Army Reserve	Fort Knox	Complaint Against WTU Chain of Command	12/7/11	<p>6 December 2011 WTU Soldier is upset about a new Pass Policy in his Company.</p>	RESOLUTION	<p>7 December 2011. The pass policies will be reviewed by the WTB Commander to ensure fairness. No further action required. Soldier notified. Appreciates assistance.</p>
60923	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	12/9/11	<p>7 Dec 11: Soldier requested assistance the way he is being treated by SSG (b)(6) (SL) and SFC (b)(6) PSG).</p>	RESOLUTION	<p>9 Dec 11: Spoke with CSM (b)(6) and he stated a meeting was held on 8 Dec 11 and Soldier concerns were addressed. Spoke with Soldier and Soldier stated he has been moved to a different PLT.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
60939	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	12/9/11	6 Dec 11: Soldier requested assistance with ensuring his 4187 request goes through the proper process.	RESOLUTION	6 Dec 11: Received email from LT (b)(6) stating they will assist the Soldier. The 4187 along with Soldier leave request needs to be resubmitted. The approval authority is the battalion commander. Soldier briefed.
61008	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	12/12/11	Soldier submitted a written request on 11/29/2011 to be transferred to another unit. Soldier alleges that she has not formerly received a answer.	RESOLUTION	On 12-9-2011 Meeting was held to address Soldier concern regarding transfer request. Attendees were: Battalion XO, Company Commander, Acting 1SG, Platoon Leader, Squad Leader and Ombudsman. Battalion XO read the DA Form 4856 Developmental Counseling Form to Soldier. CPT (b)(6) was then asked did she understand why her request was denied. CPT (b)(6) responded that she did understand. Soldier was then told that she will report to formation daily for accountability. CPT (b)(6) stated that she understood. Soldier had no questions. Soldier signed Counseling Form.
61062	Army National Guard	Fort Carson	Complaint Against WTU Chain of Command	12/12/11	9 Dec 11, the Soldier requests assistance with a potential false allegation from his C2.	RESOLUTION	16 Dec 11, the unit Commander held a scheduled sensing session, allowed the Soldier to address his issues in private following the session and followed on to investigate.
61213	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	12/13/11	Disc. w/ombie / CofC complaint	RESOLUTION	ACTION/RESOLUTION: 26 Sept 2011: SM presented with complaint against WTU CofC after SM was advised he was recommended for a summarized Article 15. SM stated he felt it was unfair for him to receive an Article 15 when he was a week away from his medical retirement date. I advised SM that there was nothing I could do to assist him in this situation as his issue was legal in nature. I recommended SM coordinate with TDS for guidance and assistance. SM thanked me and departed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
61349	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	12/14/11	Complaint regarding allegation of unfair treatment of lower enlisted SM's, NCO's in the rank of E7 and below, and certain officers' assigned to A Co. WTB-AK.	RESOLUTION	RESOLUTION: 29 Sept 2011: I advised SM that I would brief the CDR regarding SM's stated concerns and SM was satisfied with this. SM thanked me and departed. NOTE: I fully briefed CPT (b)(6) CDR, A Co. WTB-AK, on all aspects of the stated concerns of SSG (b)(6) CPT (b)(6) indicated he was aware of similar concerns expressed by other unit members and stated certain senior personnel are at times entitled to more latitude than other members of the unit. I thanked the CDR for listening to SM's concerns and departed.
61549	Active Army	Fort Benning	Complaint Against WTU Chain of Command	12/16/11	CPT (b)(6) is requesting assistance in getting an appointment with the BN CDR. His CoC is not responding to his request to meet with the BN CDR.	RESOLUTION	I spoke with CPT (b)(6) I told him that he can meet with the DCO on the Open Door Policy. He stated that the Co CDR did not know that he wanted to meet with the BN CDR. The 1SG did not inform the Co CDR of CPT (b)(6) request. The Co. CDR asked CPT (b)(6) to give him a chance in resolving his issues. If they are not to his satisfaction, he can meet with the BN CDR. CPT (b)(6) stated that he will give the Co. CDR an opportunity to address his issues. He will take up the issue after the Christmas Holiday if necessary.
61564	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	12/16/11	AW2 Representative missed appointment with the Soldier	RESOLUTION	15 DEC 11: Got in touch with the AW2 Representative who stated she had an emergency (death) and attempted to call the Soldier, but could not get signal out of the hospital. She apologized for not being able to contact the Soldier and stated that the Soldier could come to her office and she would take care of him. Informed the Soldier.
61786	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	12/20/11	CofC complaint	RESOLUTION	25 Jul 2011: I advised SM that I would be available should he have further concerns or if he would like me to bring his concerns to the CofC. SM thanked me and stated he would contact me if he felt further action would be necessary. Nothing follows. NOTE: The CofC is aware of similar complaints pertaining to this particular PSG as other WT's have reported similar concerns.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
61789	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	12/20/11	Complaint against chain of command	RESOLUTION	21 Sept 2011: I fully briefed SM on all aspects of the role and responsibility of the Ombudsman and indicated that he would be best served if he contacted the local IG Office for assistance. I also provided SM with copies of regulatory guidance governing NCOER appeals/rebuttals. SM thanked me and indicated he decided to drop the issue as HRC approved his LOS retirement packet. He thanked me for my assistance and terminated the call. Nothing follows.
61791	Army Reserve	Fort Sill	Complaint Against WTU Chain of Command	12/20/11	19 Dec 11: Soldier has issue against CoC and wants to transfer to CBWTU near SC.	RESOLUTION	19 Dec 11: Ombie will bring her concerns to the WTU Leadership. Soldier has requested to speak with the Garrison Chaplain and she states she has spoke to the WSFH. She stated she has started her MEB and wants to complete it but her Command wants to "kick" her out of the Army after 33yrs of service.
61796	Active Army	Fort Hood	Complaint Against WTU Chain of Command	12/20/11	3 Nov 11 - Soldier states he has complied with all rules and requirements for him to be able to ride his motorcycle. COC still won't let him.	RESOLUTION	28 Dec 11 - Soldier is awaiting a final followup appt with the head doctor at the WTU Clinic. He will give him a final chance to resolve the matter. If it is not resolved, Soldier will utilize the open door policy to see BN CDR then ultimately the BDE CDR to resolve the issue of him being able to ride his motorcycle.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
61821	Active Army	Fort Leonard Wood	Complaint Against WTU Chain of Command	12/20/11	<p>19 Dec 11: Soldier in on convalescent leave and is convalescing at his mother's house (b)(6)</p> <p>The WTU made the Soldier an appointment with his social worker, while on convalescent leave, which will require his mother to travel 2-hours one-way to bring him in for his appointment. The Soldier's mother wants to know if the WTU will have the compassion to reschedule the Soldier's appointment after his convalescent leave ends, or allow the Soldier to speak telephonically with his social worker.</p>	RESOLUTION	<p>20 Dec 11: The WTU showed compassion for the Soldier by allowing him to call in for his appointment: all went well. Confirmed that his next appointment is 27 Dec 11 at 1345 with Dr (b)(6) in Orthopedics (b)(6) understands the date, time and location, and he understands that he needs to arrive 15 min early for his appointment. SPC (b)(6) stated that he's extremely satisfied with the outcome of his case.</p>
61901	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	12/20/11	Soldier was publicly and privately humiliated by his Squad leader and feels he was erroneosly counseled.	RESOLUTION	23 January 2012 Received Confirmation from the CSM that Troop Command has transferred SFC (b)(6) was transferred to a staff job up in the command suite of the MTF. He has been offered a reset.
61904	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	12/20/11	Soldier believes he is entitled to a promotion and his chain of command is preventing him from doing so.	RESOLUTION	Soldier's command confirmed they would pin on the SPC rank.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
62058	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	12/22/11	Soldier feels he is being harrassed by his command and made to leave barracks with out appropriate compensation because he moved his family up here at his own expense and does not need the barracks room.	RESOLUTION	Soldier resolved the issue with only a little advice from me and an understanding with his command.
62062	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	12/22/11	Soldier wants to provide a statement regarding the behavior of a cadre member and the treatment of other Soldiers as well as the Soldier's own squad leader.	RESOLUTION	23 January 2012: Received confirmation from CSM that SFC (b)(6) was reassigned by troop command to a staff position up in the command suite. He is being provided an opportunity to reset.
62064	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	12/22/11	Soldier wants to rovide a statement regarding his former Squad Leader and the treatment of Soldiers in his squad and others.	RESOLUTION	23 January 2012: Received confirmation from CSM that SFC (b)(6) was reassigned by troop command to a staff position up in the command suite. He is being provided an opportunity to reset.
62066	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	12/22/11	Cadre member wants to submit a statement regarding the professionalism and leadership skills of a fellow squad leader.	RESOLUTION	23 January 2012: Received confirmation from CSM that SFC (b)(6) was reassigned by troop command to a staff position up in the command suite. He is being provided an opportunity to reset.
62109	Army Retired	Fort Lewis	Complaint Against WTU Chain of Command	12/23/11	12.22.11 Request assistance with Squad Leader	RESOLUTION	1.23.12 Notified that the NCO, SFC (b)(6) has been removed as Cadre and assigned to another unit.
62700	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	1/5/12	12.20.11 Request assistance with Squad Leader	RESOLUTION	1.23.12 Notified that the NCO, SFC (b)(6) has been removed as Cadre and assigned to another unit.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
63037	Active Army	Fort Leonard Wood	Complaint Against WTU Chain of Command	1/10/12	<p>9 Jan 12: Soldier states that he gave his SL a Social Security application on or about 6 Dec to provide unit verification information to the SSA. When he inquired about the status of the application, he discovered that his SL hadn't completed his portion of the application as requested. The SL proceeded to tell him that nothing was wrong with him and used a few choice words. After the exchange, the SL informed him that he had an appointment with his SW. The Soldier confirmed that his appointment was with his regular SW at the MTF. The SL replied "yes." Around 0840 the Soldier received a call from his NCM informing him that his appointment is with the SW at the WTU. About 1430, the Soldier asked the SL had he received his message about having to be at his house so his landlord could inspect the</p>	RESOLUTION	<p>24 Jan 12: Soldier confirmed that he was moved to SSG (b)(6) squad. Soldier is satisfied with the outcome of his case.</p>
63113	Army Reserve	Fort George G. Meade	Complaint Against WTU Chain of Command	1/10/12	<p>10 Jan 12- soldier is outprocessing-(REFRAD)- She stated that she is very dissatisfied w/ the WTU for not receiving treatment for her knees.</p>	RESOLUTION	<p>14 Feb 12- Coordination complete. Soldier will place a "Congressional" Last day at WTU: 27 Feb 12.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
63859	Active Army	Fort Knox	Complaint Against WTU Chain of Command	1/20/12	19-Jan-12: Received counseling statment for lateness to formation.	RESOLUTION	20-Jan-12: Soldier satisfied with Ombudsman actions. Understands his responsibilities. Unit wil contact prior C2, CM will look into ALTHA to determine extent of sleeping issues. Soldier understands that he is responsible for his actions and will comply with Army Standards. At this time any action will be determined after outcome of research.
63879	Army Reserve	Fort Sam Houston	Complaint Against WTU Chain of Command	1/20/12	12 Jan 12: CBWTU-UT	RESOLUTION	19 Jan 12: Contacted caller. Caller is a cadre member at the CBWTU in Utah. Forwarded caller's concerns to SGM (b)(6) (b)(6) WTC SGM. Soldier will forward inquiries to WTC for investigation. Case will be looked into by WTC. Case closed. ACTION CLOSED.
63912	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	1/20/12	20 January, 2012: Soldier request assistance identifying why he can no longer call in for daily accountability. Soldier states he was allowed to call his Squad Leader in the mornings for accountability; now, Soldier states his 1SG informed him that he would have to come to the first formation in the mornings for accountability. Soldier states he was not told why the change was made.	RESOLUTION	15 February, 2012: Over the pass two and a half weeks I have tried several times to contact Soldier to address my conversation I had with the 1SG about why he is coming to formation. I left several messages and asked the 1SG to tell the Soldier to contact me. 1SG stated he informed the Soldier to contact me. At the present time Soldier has not returned my phone calls. I will continue trying to contact Soldier.
63973	Army Reserve	Fort Polk	Complaint Against WTU Chain of Command	1/23/12	23 Jan 12: Soldier alleges reprisal by CofC for speaking to outside agencies.	RESOLUTION	Resolution 25 Jan 2012: Confirmed with hospital commander that he did recommended extension for the Soldier to the WTC. It was WTC that denied the request. It appears that the command is indeed acting as an advocate for the Soldier and therefore reprisal is not substantiated. Explained this to the Soldier but she is not satisfied with this answer.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
64449	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	1/26/12	<p>26 Jan 12: Ombudsman received WSFH case number 58027 via email. Case was generated on 25 Jan 12 at 1504. The caller was SGT (b)(6) who requested a review of the PT program policy. Background information follows: Soldier states she has been in the WTU for 10 months and has recently seen an increase in a problem with the physical training program. Soldier alleges she has a physical profile which permits activity to tolerance, as other Soldiers do as well. Soldier states CoC has stated that IAW a COL's guidance, WT's will have to complete 60 mins of physical activity daily regardless of how long it takes to complete those 60 mins of activity. Soldier alleges there are instances when she and others are simply unable to push beyond their tolerance to complete</p>	RESOLUTION	<p>26 Jan 12: The WTU Physical Training Program was reviewed by the Troop Commander and the MTF CSM and was determined to be sound. The miscommunication issue was addressed. The Soldier understands that the commander's intent was to motivate Soldiers, and he didn't intent to make Soldiers stay past one hour. The WTU 1SG readdressed the troops at this afternoon's PT formation and cleared up any miscommunication. The 1SG made it clear that no Soldier will violate their profile. Followed-up with the Soldier to ensure that she and other Soldiers heard the message the 1SG intended to communicate. Was assured that he communicated his message clearly -- in an unequivocally manner. Soldiers understand that they will to do as much as they can do; they will not hurt or injure themselves. Soldiers who fall short or can't do PT for one continuous hour will not be punished or made to stay beyond one hour. Finally, the Soldier stated that she is pleased with the outcome of her case.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
64631	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	1/30/12	Monday, 23 January 2012 Issue: SFC (b)(6) is unhappy in general with the Fort Riley WTB. 1. Feels that his FG AR 15 was not in accordance with the regs. 2. Feels that getting pulled back to the WTB from CBWTU was unethical, related to the 1st concern. 3. Wants a soft-shoe profile. 4. Wants a more supportive bed in his barracks room, says the one he has now hurt his back.	RESOLUTION	06 February 2012: SFC (b)(6) stopped by my office. He was just d/c from inpatient psych. He reported that he got his soft-shoe profile and his rx mattress for his barracks room bed. He reported that he has not wanted to deal with the TDS Set Aside issues yet. We discussed that I will assist him when I decides to engage with that issue again. No concerns at this time.
64666	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	1/30/12	30 Jan 12: Soldier alleges HIPPA violation - Medical Staff and Company Commander	RESOLUTION	1 Feb 12: I spoke with CPT (b)(6) SPC (b)(6) Nurse Case Manager and CPT (b)(6) the MEB Attorney. SPC (b)(6) is unhappy with the MEB Physician Dr (b)(6) in reference to her NARSUM. She is upset that she did not receive an exam from Dr. (b)(6) in order for him to make decisions about her medical diagnosis. CPT (b)(6) explained that as and MEB Physician Dr. (b)(6) goes through her medical/behavioral health records and makes a "snapshot" of all of her diagnosis. SPC (b)(6) is unhappy with some of the comments made by Dr (b)(6) CPT (b)(6) agrees that that there are errors and has submitted an appeal on SPC (b)(6) behalf. There has been some changes made. Per CPT (b)(6) SPC (b)(6) has a PCM Dr. (b)(6) who is not assigned to the WTU. He is the Chief of Primary Care. Dr (b)(6) does talk to SPC (b)(6) previous WTU Physicians as medical professionals and SPC (b)(6) is not comfortable with this interaction. SPC (b)(6) is satisfied that changes will be made but is still uncomfortable with the interaction between Dr (b)(6) and the previous WTU Physicians.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
64666	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	1/30/12	30 Jan 12: Soldier alleges HIPPA violation - Medical Staff and Company Commander	RESOLUTION	2 Feb 12: After speaking with SPC (b)(6) the issue of a HIPPA Violation is with the Behavioral Health Staff and an Officer from her previous unit who she states is not and has never been her Commander. I spoke with CPT (b)(6) the MEB Attorney and CPT (b)(6) the PAD/HIPPA OIC. Initially CPT (b)(6) did not believe that a HIPPA Violation had occurred because of how the information was presented to her. However, after explaining to CPT (b)(6) that CPT (b)(6) is not SPC (b)(6) Commander, and that SPC (b)(6) states that he may have provided false medical information, CPT (b)(6) stated that SPC (b)(6) must complete and submit the McDonald Army Health Center Health Information Privacy Concern and she will investigate and send inquiry to higher Command. SPC (b)(6) states that she has completed the form and will submit it today and is satisfied with that her issued will be addressed.
64741	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	1/31/12	25 January, 2012: Soldier request assistance with his C2. Soldier states he is in the MEB and his C2 informed him that he was pending a Chapter 14. Soldier states he thought the MEB superceeded a Chapter.	RESOLUTION	27 January, 2012: Contacted Soldier and informed him that I had spoke with his CM, BN CMD, and BN CSM about his issue. Soldier confirmed that he had tested positive twice for an illegal substance. Explained to Soldier what the C2 was doing IAW the APDESP Information Paper. Gave Soldier a copy of the Information Paper. Recommender Soldier speak to Legal Assistance

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
64770	Active Army	Fort Knox	Complaint Against WTU Chain of Command	1/31/12	31 January 2012 WTU Soldier claims he is being punished by his chain of command for missing a formation. Claims unit is also denying his request for leave or pass and will not let him leave the State of Kentucky.	RESOLUTION	2 February 2012 The Soldier has recently received UCMJ. Additional UCMJ charges are pending. The Soldier is NOT divorced (Commander just served Soldier with the papers); the Soldier is not paying child support to his current wife; Soldier has requested passes to visit his Fiance, but Command does not feel the Soldier has earned a pass (Soldier has recently been AWOL); Soldier has requested in writing to obtain post housing for his family. Soldier listed fraudulent family members on the request. Soldier has civilain court actions pending in California. The Soldier is seen by his squad leader on a daily basis at formation. 2 February 2012 I spoke with the Soldier. I advised him to contact JAG should he feel the legal actions pending against him are erroneous. Reminded the Soldier that pass requests can be denied at any time as a pass is a privilege. I made no contact with the fiance. The Soldier has received corrective training for missing formations but is not being locked up.
64781	Army Reserve	Fort Knox	Complaint Against WTU Chain of Command	1/31/12	31 January 2012 WTU Nurse Case Manager is seeking assistance extending orders beyond MRD (Mandatory Retirement Date) so that she can be assigned to WTU for treatment.	RESOLUTION	10 February 2012 I met with the Soldier. I advised the Soldier to speak with the IG, the MTF DCCS, and to appeal the decision to the WTC if she felt her request should be granted. Soldier is adamant that she needs continued medical care. The Soldier informed me she would contact her Congressman.
64840	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	2/1/12	Soldier's chain of command has not signed off on her service dog request and she has an opportunity to take a dog now.	RESOLUTION	Soldier's application for a Service dog has been approved. She has already connected with a dog but it is not quite ready. She is heading to an inpatient facility and the dog will likely be ready upon her return. Soldier is satisfied with the outcome and understands why the dog can not go with her (has not passed final test).
64841	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	2/1/12	SOLDier has a diabetic child enrolled in EFMP and her command is telling her she has one day to find new daycare so she can report for 0600 formation.	RESOLUTION	I can only assume the Soldier resolved her issue as she has not returned calls or stopped back by so we could continue our discussion. I must have opened the issue in error.

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
64865	Active Army	Fort Hood	Complaint Against WTU Chain of Command	2/1/12	30 Jan 12- Soldier feels he is being harrassed by chain of command	RESOLUTION	30 Jan 12- Contacted 1SG who will see Soldier on ODP today
64918	Army National Guard	Fort Polk	Complaint Against WTU Chain of Command	2/1/12	30 Jan 2012 - Soldier states the CoC is trying to send him to a CBWTU that cannot treat him. Soldier would like to remain at Fort Polk to recieve his care.	RESOLUTION	8 Feb 2012 - I attended Triad. The Soldier's care was discussed but for now he will stay at Fort Polk and finish his care. I contacted the Soldier and gave him an update. Soldier was satisfied.
64965	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	2/2/12	1 Feb 12: Soldier states she has been dealing with various medical conditions and problems stemming from a condition which has caused her to black out while driving or suffer from other uncontrolled bouts of lost consciousness. As a result the Soldier states she has a history of missed communications with her SL. Soldier states the CoC is fully aware of her conditions and has on occasion declined to provide support when she was unable to drive due to medical instructions to keep from doing so. Soldier further states she was instructed by her CSM and counseled by her CoC that she should ensure communication if there was ever an instance when she could not make it to accountability or an appointment. Soldier states she has done as instructed and subsequently received	RESOLUTION	2/5 will continue monitor this case. There seems to be issues on both sides, they need to learn to communicate and listen.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
64975	Army Reserve	Brooke Army Medical Center	Complaint Against WTU Chain of Command	2/2/12	On 2 Feb 12 Soldier called and said he feels he is being treated unfairly by his CMD because he was counseled to report to unit offices every 2 hours because he did not get a job at WTU yet.	RESOLUTION	On 3 Feb 12 I noted that Soldier had turned in paperwork to start EMT courses about 2 weeks ago and was awaiting a reply. Furthermore, the unit had accountability formation in the mornings at 0730 hours (beginning of work day) and then at 1600 hours (end of work day). So as SM had various appointments during week which included PT then according to the SL/COC this could not be seen as burdensome to SM. The SM had an appointment with OT on 6 Feb 12 which cleared him for some work within the confines of his profile. I called SM back and he understood that the COC was following guidance IAW ARs and he agreed that he realized this would be helpful to him in the long run.
65115	Army National Guard	Fort Irwin	Complaint Against WTU Chain of Command	2/3/12	(27 Jan 2012) Soldier contacted me upset because his platoon sergeant was using racial slurs toward him with another WTU Soldier. He reported his concern to 1 SG but he felt the 1SG was not addressing his concern.	RESOLUTION	(03 Feb 2012) Soldier contacted the EO office file a complaint and his concern is under investigation. The Soldier is satisfied that his concerns are being addressed. Case Closed.
65368	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	2/8/12	08 FEB 12 Soldier alleges HIPAA violation by Hospital Commander	RESOLUTION	2/9/12 Spoke to Soldier, and provided her with all information. She will speak to LTC (b)(6) about her complaint. (b)(6) is available for her.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
65376	Active Army	Fort Riley	Complaint Against WTU Chain of Command	2/8/12	<p>Tuesday, 07 February 2012 Issue: I met with SPC (b)(6) and his SQL, SSG (b)(6) before the WTB Town Hall. SPC (b)(6) asked me to speak to the WTB BC regarding his Company Grade Article 15 appeal. As noted in the previous issue, SPC (b)(6) recently returned from 2 weeks of AWOL. SPC (b)(6) feels that he should receive a suspended bust for the fine portion of his punishment. He also wants to find a way for DFAS to forgive the 29 days of "in the hole" leave. His packet is at the PEB. SPC (b)(6) also wants to find resources to help him with his bills, because he was not paid for the two weeks of AWOL, and will receive a no pay due to pay back the advanced leave, also the fine for the Article 15.</p>	RESOLUTION	<p>I repeatedly met with SPC (b)(6) and his squad leader, SSG (b)(6). I proofread SPC (b)(6) Article 15 appeal letter. I met with his company commander, CPT (b)(6). I met with the WTB Battalion Commander, LTC (b)(6). For fourteen days of AWOL, CPT (b)(6) gave SPC (b)(6) a maxed-out Company Grade Article 15. His medical board was not delayed at all for the UCMJ. SPC (b)(6) appealed the Article 15 to the BC. In the appeal, LTC (b)(6) did not make any changes to the Article 15.</p>
65406	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	2/8/12	SL making threats	RESOLUTION	16 FEB 12: Called to inform the Soldier of the findings but no answer. Left several messages. Will continue to contact the Soldier until he answers the phone.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
65507	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	2/9/12	7 Feb 12: Soldier requested assistance with being allowed to transition.	RESOLUTION	7 Feb 12: Soldier stated he was given orders this morning (7 Feb 12) to clear and REFRAD on 9 Feb 12. Soldier stated on this short notice he needs time to prepare for the transition. Soldier stated that after Ombudsman informed him that he didn't have a medical disqualifying condition, the command informed him that they were his advocate. Soldier stated that after speaking with command and CM additional appointments were schedule leading him to believe that his issues were being addressed. Soldier believed he would remain on active duty orders until after those appointments. Soldier is concern about the appointments being schedule at WAMC and would like his aftercare in Michigan. Receive a call from CPT (b)(6) and after further discussion of Soldier concern. CPT (b)(6) stated she would contact CM and notified him of where Soldier wants his aftercare schedule. CPT (b)(6) stated she would discuss with CM about rescheduling Soldier appointment to where he would received his aftercare. Soldier briefed.
65545	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	2/9/12	9 February 2012: Soldier alleges that he pulled duty while on convalescent leave.	RESOLUTION	13 February 2012: Since the WTB Commander is unavailable I addressed the issue by meeting with the WTB CSM. It was determined that the Soldier's leave was never approved or disapproved; according to the CSM the Soldier should have been informed of the status of his leave. The CSM reports that he will brief the BN Commander in regards to the Soldier's issue and ensure the Company Commanders are aware of the regulation, as it applies to convalescent leave. The CSM reports that the Chain of Command could have use better judgment when placing the Soldier on duty; however the decision is up to the Chain of Command. I informed the Soldier that even through his leave will not be backdated; the issue has been addressed with the WTB CSM and the CSM reports that this issue will be addressed with the Company Commanders. The Soldier reports that he is satisfied with the outcome; according to the Soldier he does not want this to happen to other Soldier.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
65557	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	2/10/12	10 FEB 12: Soldier stated that he feels like his HIPPA rights were violated. He was treated unfairly and talk down to by one of the WTB staff members	RESOLUTION	16/17 Feb 12; I spoke to several people who were in the room when the incident happen. They all stated that the person in question was very authoritative in her tone, but she was not disrespectful or broke any HIPPA violations. The Soldier reported the incident to the HIPPA coordinator and she noted it. I also followed up with the Soldiers commander and he stated that he would speak to her and ask her to be a little more compassionate when speaking to Soldiers with PTSD. The Soldier will work with another counselor.
65693	Active Army	Fort Hood	Complaint Against WTU Chain of Command	2/13/12	9 Feb 12, Denial of care	RESOLUTION	10 Feb 12, Ombudsman and Soldier met with LTC (b)(6) who reviewed memo approving Soldier for surgery by MEB doctor and the numerous medications SSSG (b)(6) was on. It was stated by DCCS that surgery was clinically and medically warranted in hope pain would be managed so Soldier could get off some of the medications he had to take. Stimulator procedure approved...Soldier very happy with outcome and support provided by this office.
65939	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	2/15/12	14 FEB 12: Soldier feels CDR is retaliating against him since he received counseling for statements made to NCM.	RESOLUTION	15 FEB 12: Ombudsman advised Soldier to speak with his BN CSM/CDR in regards to his concerns. If he still has questions after that to contact the Ombudsman Office for further guidance and assistance.
66036	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	2/16/12	Spouse alleges that CoC did not contact her when Soldier was in ER for overdose.	RESOLUTION	8 Feb 2012: Ombudsman spoke with SSG (b)(6) Sqd Ldr. Squad leader stated that he and another SQD LDR from the PLT were with SSG (b)(6) at all times during his stay at Bach ER. The spouse was not notified because the Soldier, SSG (b)(6) requested us not to. Squad Leader was also told by PSG to not contact his wife against his will. Soldier later did contact spouse himself while at BACH and en-route to (b)(6) 10 Feb 2012 1SG went to go visit Soldier. Soldier is to be discharged on Monday. 13 Feb 2012: Soldier was discharged today.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
66049	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/16/12	6 Feb 12: SGT (b)(6) requested advice; Soldier concerned about possible re-enlistment revocation and MEB termination; Soldier states he has heard by word of mouth the Bn Cdr, LTC (b)(6) is questioning his re-enlistment due to the Soldier's current medical condition; Soldier had to re-enlist to meet the requirements to fulfill the obligation of MMRB results; Soldier's MMRB was denied and Soldier was recommended for a MEB; therefore the Bn Cdr is under the impression the Soldier's complete medical history was not disclosed on re-enlistment documentation.	RESOLUTION	6 Feb 12: Advised SGT (b)(6) rely on C2s support and let the processes run their course; nothing has been initiated by the Bn Cdr to hinder these actions; Soldier agreed; Soldier will make contact if further assistance is required.
66077	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	2/17/12	16 Feb 12: Soldier requested Ombudsman don't contact Chain of Command. Soldier stated he didn't received due process during his UCMJ proceedings.	RESOLUTION	16 Feb 12: Soldier stated he don't believe he was treated fairly during his UCMJ proceedings. Soldier stated that he requested a close hearing but Dr (b)(6) (PCM) was allowed to speak. Soldier stated the final reading date was changed 4 times to prevent his witness from speaking. Soldier stated that 1SG informed him that the BC 1st and upmost priority was to get Soldier. Soldier stated he has been in the Army for 13 years and no negative counseling statements until now. Soldier stated PCM belittle him, haze and disrespected him. Soldier stated he is mental and physical exhausted. Soldier stated he is supposed to medical retire on 11 April 12 but that is going to change. Soldier was referred to IG.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
66105	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	2/17/12	16 February 2012: The Soldier was directed to remove his CSM rank and to replace it with SGM. He is complaining that the process used to complete this action was inappropriate and disrespectful.	RESOLUTION	16 February 2012: The Soldier voiced understanding and was satisfied with the outcome, but declined assistance.
66206	Army National Guard	Fort Irwin	Complaint Against WTU Chain of Command	2/21/12	(3 Feb 2012) Soldier contacted me with the concern that the 1SG did not like him and was treating him differently then he treated the rest of the Soldiers.	RESOLUTION	(10 Feb 2012) After the Soldier and 1SG returned, the Soldier contacted me and informed me that since his trip everything has been fine between him and the 1SG. I asked the Soldier what changed he said they had a long talk and many things were cleared up. I asked was he satisfied the Soldier said yes. Case Closed.
66272	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	2/24/12	22 Feb 12: BLUF: Complaint against WTU Chain of Command: Soldier alleges harassment by CoC. Background: Soldier alleges that his CoC is being insulting. Soldier alleges CoC curses at him and speaks down to him. Soldier alleges 1SG always takes his NCO side and Squad Leader is very condescending. Soldier is now documenting all occurrences.	RESOLUTION	24 Feb 12: Informed Soldier and Family Member that the possible inappropriate comments were address to CSM (b)(6) and that CSM (b)(6) would address with cadre. Soldier and Family Member were satisfied and didn't want any other concerns address.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
66338	Army National Guard	Fort Eustis	Complaint Against WTU Chain of Command	2/24/12	SGT (b)(6) states that his Chain of Command will not process his leave/pass request.	RESOLUTION	<p>22 Feb 12: 22 Feb 12: I spoke with his Nurse Case Manager CPT (b)(6) his Social Worker (b)(6) his Platoon SGT SFC (b)(6) and his Squad Leader SSG (b)(6) They all support SGT (b)(6) with his request to go home to visit his family. Per his NCM: (b)(6) gave me report yesterday afternoon after we returned from our OPD with BG Cavalho after TRIAD. I had talked with SM's Platoon Leader and SM's squad leader about SM being able to go home on pass to be able to see his son. SGT (b)(6) has only stated that his son is not doing well, but when pressed to ask him to explain what is going on with his son, he becomes elusive and states that his wife will not tell him everything as she does not want him to worry. I support SM going home and had suggested that we wait until after the completion of his NeuroPsych testing that will be done on today. However, I also told SM that he needed to talk with his leadership about what is going on with his son. SM states that he knows that he is under administrative action at this time, but still desires to go home. I told him that as his NCM I can support him going home, but that it is not my decision in the end. SGT (b)(6) was authorized a pass. SGT (b)(6) is satisfied with this answer.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
66456	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	2/28/12	<p>Friday, 24 February 2012 SSG (b)(6) is displeased that his packet has been at the PEB for three months. His core concern is as follows: SSG (b)(6) wants his company commander to either: 1. Send him home on PCS orders until his findings and ratings come back, with the understanding that he is to travel back to Fort Riley for PEBLO appointments, or 2. Grant him a 4-day pass each and every weekend so he can travel home to (b)(6) (b)(6) to be with his "friend." He is currently in the process of divorcing his current wife. They have three young sons. He reported that his wife and sons reside about three hours away from his "friend's" house. SSG (b)(6) reported that he "heard" that there is a "secret" program that will allow Compo 2 and 3 soldiers to be sent home on Title 10 orders while their</p>	RESOLUTION	<p>29 February 2012. SSG (b)(6) stopped by my office. He reported that he will meet with CPT (b)(6) about the frequent 4-day passes. We discussed that there is a long lag time at the PEB for all cases region-wide right now, this is a known issue. We discussed that there is no "secret program." SSG (b)(6) reported that he is happy with the solution of his CO granting him 4-day passes so he can go home and visit his children and his "friend." As of 26 March 2012, SSG (b)(6) has been in the WTB/on MRP orders for 1227 days.</p>
66601	Active Army	Fort Hood	Complaint Against WTU Chain of Command	2/29/12	<p>15 Feb 12- Soldier says he was physically assaulted by another Soldier and chain of command did nothing</p>	RESOLUTION	<p>15 Feb 12- was advised to use ODP but did not do this.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
66672	Active Army	Fort Riley	Complaint Against WTU Chain of Command	3/1/12	<p>wednesday, 29 February 2012. I was contacted by (b)(6) (b)(6) Paralegal Fort Riley OSC MEBOC office. (b)(6) (b)(6) reported that SPC (b)(6) visited the MEBOC office today. (b)(6) reported that she instructed the soldier to contact me. SPC (b)(6) children are in foster care due to child neglect. At this point, it is likely that his parental rights will end up being terminated. He gets one hour of supervised visitation with his children. The children's mother has already had her parental rights terminated. SPC (b)(6) is an ASAP failure for substance abuse. He had another positive legal UA for (non-prescribed) opiates in January 2012. (b)(6) (b)(6) stated that she contacted me to see if I would contact command about the following concerns: 1. Soldier told her that he is dual-</p>	RESOLUTION	<p>I met with CPT (b)(6) the A CO commander, on 07 March 2012. He reported that he absolutely plans to allow the soldier to ETS on 30 March 2012. He reported that the soldier's MEBOC attorney is advising the soldier to request a medical extension to complete the medical board process. CPT (b)(6) stated that if the soldier chooses to medically extend, then he will pursue dual-processing. He reported that the soldier had a +UA last month, told the SQL that the most recent one this month will be positive, and the soldier's children are still in foster care for child neglect. The CO is aware that the soldier would be eligible for a separation board. I contacted (b)(6) the MEBOC paralegal, and told her the above. She reported that she will meet with (b)(6) the MEBOC attorney, to clarify the situation for him. The soldier never contacted me, only the MEBOC paralegal.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
66721	Army National Guard	Fort Irwin	Complaint Against WTU Chain of Command	3/1/12	(22 Feb 2012) Soldier contact me with the concern that she is experiencing minor issues with the WTU cadre and these issues are causing her tremendous anxiety and stress. Currently the Soldier is hesitant to approach the Squad Leader, Platoon Sergeant and 1SG regarding the issue, because the Soldier feel they all are involved.	RESOLUTION	(24 Feb 2012) I met with the Soldier and informed her that the PLTSG will meet with her to clear up what he called a misunderstanding. (27 Feb 2012) I again meet with the Soldier to hear the results of the meeting with the PLTSG. The Soldier stated that the meeting went very good however, she was still a little apprehensive in the beginning but the PLTSG put her at ease. I ask the Soldier was she satisfied with the out-come she said yes. Case Closed.
66773	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	3/2/12	2 Mar 12: Spouse reporting unfair treatment by CoC. (This is essentially the same case as closed on 16 Feb with Ombudsman's guidance to Soldier still viable)	RESOLUTION	I informed (b)(6) to contact if she has any other issues. She stated she will keep me informed.
66792	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	3/2/12	2 Mar 12: Caller reports "harassment" by CofC	RESOLUTION	6 Mar 12: I informed (b)(6) to contact if she has any other issues. She stated she will keep me informed

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
66846	Active Army	Fort Eustis	Complaint Against WTU. Chain of Command	3/2/12	SGT (b)(6) states that she believes that she is being unfairly harrassed by the 1SG and it is affecting her health.	RESOLUTION	<p>9. Mar 12: I requested a scrimmage with her Social Worker (b)(6) (b)(6) Her Squad Leader SSG (b)(6) and her Nurse Case Manager (b)(6) and myself were present. SGT (b)(6) freely shared her concerns about the interaction that she had with the 1SG. She also stated that if she has to have any interaction with 1SG (b)(6) she has thoughts of killing herself or the 1SG. At that moment her Social asked her if she was having any homicidal or suicidal thoughts and SGT (b)(6) stated no. However, she stated again that if she has to have interaction with 1SG (b)(6) that her thoughts can become suicidal or homicidal. (b)(6) and (b)(6) decided she was high risk and both extended their services to her at anytime on a walk in basis. SSG (b)(6) stated that she was doing everything to intercept communication with 1SG. 12 Mar 12 I spoke with the entire Chain of Command. 1SG and the Commander agreed that SSG (b)(6) could keep accountability of SGT (b)(6) and that 1SG would have little contact with her. while she continued in the MEB process.</p>
66869	Active Army	Fort Lewis	Complaint Against WTU. Chain of Command	3/2/12	2.14.12. Request assistance with MOU	RESOLUTION	<p>4.10.12 SPC (b)(6) is in the process of a MEB and undergoing a FPS Reevaluation; she also states the soldier that she was riding with to her MOU has completed the program. She can only make it to her MOU at this point if she has a ride; she cannot drive the distance due to her medical condition. She spoke to (b)(6) who is more than willing to take her back on...but he would have to be guaranteed that she would not miss the days she is scheduled in the office. At this point with so much going on; and not having a ride she is not able to state there won't be missed days.</p>
66979	Active Army	Fort Lewis	Complaint Against WTU. Chain of Command	3/5/12	Soldier states her command is acusing her of lying and wants a sworn statement for reasons they have not explained.	RESOLUTION	<p>Soldier was informed of her status and to be patient that she will hear back from us as soon as we have a way forward.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
67008	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	3/5/12	Soldier states the COC is not listening and helping him with his situation.	RESOLUTION	Met with Soldier, his 1SG and commander so we could all talk about their plan for the Soldier. The unit will come together to help the family move and they will write whatever memos he needs to get out of his lease if it comes down to it. The Soldier felt much more secure after the discussion.
67080	Army Reserve	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	3/6/12	6 Mar 2012: Soldier came to my office very upset, stating that his NCM LTC (b)(6) was unprofessional in her AHLTA that she set to the FT Irwin DCS on his case.	RESOLUTION	15 Mar 2012: The Commander of the WTU spoke with the DCCS at Ft. Irwin about allowing the Soldier to get his neck surgery. The DCCS has approved the Surgery due to the efforts of the Commander going to bat for the Soldier. The Soldier told me that he was happy with the out come and thanked me for talking to the Commander. I told the Soldier that the Commander was the one he should thank.
67135	Active Army	Fort Riley	Complaint Against WTU Chain of Command	3/7/12	Wednesday, 07 March 2012 Issue: PV2 (b)(6) extensive complaints against his A CO WTB CO, SQL, and CSM.	RESOLUTION	09 April 2012. I called PV2 (b)(6) to follow up with him. He reported that "nothing changed there" in reagrards to his problems with the leadership at A Co. WTB. Per CPT (b)(6) the soldier's company commander, PV2 (b)(6) pending Court Martial for possession of child pornography charges is scheduled for later this month (April 2012).

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
67265	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	3/8/12	<p>8 Mar 12; Soldier presented with the concern of being denied treatment. Soldier states he had a scheduled appointment on 12 and 13 Mar 12, to be seen at Charlie Norwood VAMC with Dr. (b)(6) (Ophthalmologist). Soldier states he was sent here from (b)(6) diagnosed with (b)(6) (b)(6) (b)(6) to be re-evaluated and treated. Soldier states he was informed (today) by Dr. (b)(6) he was instructed to cancel the appointment. Soldier states those instructions came from 1LT (b)(6) (Co CDR). Soldier states he does not understand why this type of an appointment was cancelled, especially with it dealing with his vision.</p>	RESOLUTION	<p>9 Mar 12; I was informed by 1LT (b)(6) Soldier was being Administratively REFRAD due to several reasons surrounding Non-compliance: Missing appointments/formations, leaving Training Site (which was his place of duty) without permission, non-payments for Child-support, Dependents not being enrolled in DEERS, and lying to Command stating all concerns addressing his dependent were taking care. 1LT (b)(6) states Soldier is not being denied care; just not here in the WTU Program. 1LT (b)(6) stated, while being REFRAD Soldier will still receive the required medical care at the VAMC where he resides. I then contacted Soldier to address findings and case closure. Soldier understood and thanked me for my assistance. However, Soldier informed me; (that prior to coming to my office) he had also addressed his concerns with the IG and EO Representatives.</p>
67307	Army Reserve	Fort Benning	Complaint Against WTU Chain of Command	3/9/12	<p>Soldier alleges that she is being harassed by her COC, specifically the company commander.</p>	RESOLUTION	<p>SGT (b)(6) was treated at Lane Dermatology Clinic even though the referral was evaluate only. She was given medication to treat her acne. Her follow up appointment with Lane Dermatology Clinic is (b)(6) An additional referral will be submitted for treatment.</p>
67353	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/9/12	<p>6 Mar 12- Unit denied conv lv</p>	RESOLUTION	<p>8 Mar 12- After consultation with PCM and Bde Surgeon and CDR, Soldier was placed on light duty instead of conv lv.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
67386	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	3/9/12	09 March 2012. Issue: SFC (b)(6) reported that he has Staff Duty this coming Monday, which he states is in violation of his profile. I suggested that he speak with 1SG (b)(6) one-on-one privately before I speak to the 1SG about it. We discussed that SFC (b)(6) will get a MUCH better reception from the 1SG if the soldier first comes to the 1SG about this himself.	RESOLUTION	SFC (b)(6) reported that he met with the 1SG. He reported that the 1SG took him off of the duty roster.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
67390	Active Army	Fort Riley	Complaint Against WTU Chain of Command	3/9/12	<p>09 March 2012. Issue: PFC (b)(6) told me that he "wrote the President again last night." This will be the second time that this soldier has sent a letter to the President. PFC (b)(6) reported that he wants the CO Grade AR 15 for 14 days of AWOL to be Set Aside, with his rank and fine returned to him. He reported that he wants the 29 days of leave that he was in the hole for to be "wiped clean," and to be reimbursed for the no pay due caused by being in the hole for 29 days of leave. PFC (b)(6) stated that he believes that his DA 31 was forged. PFC (b)(6) also reported that he believes that he should have been transferred to the Fort Irwin WTB as soon as he was assigned to the Fort Riley WTB so he could be near his home of record. PFC (b)(6) is a Compo 1 soldier. PFC (b)(6) moved his wife and children</p>	RESOLUTION	<p>09 April 2012. As both phone numbers have been disconnected, I sent a follow up email to the soldier at his preferred email address: (b)(6)</p>
67633	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/14/12	<p>8 Mar 12, need help getting WTU packet resubmitted.</p>	RESOLUTION	<p>8 Mar 12, Ombudsman met with 1SG (b)(6) to discuss Soldier's issues. 1SG stated that when he tried to get Soldier in to see commander he was not available and now he is TDY until next week. 1SG Stated that he would get with Soldier again to recreate the WTU packet and will arrange for Soldier to meet with commander next week to address his concerns. Ombudsman contacted Soldier later that day and found that Soldier had met with 1SG and he was going to pick up his Risk matrix from his provider so they can redo WTU packet. Soldier thankful for support provided by this office.</p>

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
67742	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/15/12	8 Mar 12- concerned about actions being taken by WTU command	RESOLUTION	14 Mar 12- Met with Bde Surgeon, BDE CDR, and MTF CDR regarding concerns. Will set up meeting between mother and MTF CDR if not satisfied with resulting actions.
67779	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	3/15/12	Soldier states his 1SG is harrasing him.	RESOLUTION	As much as we suggested, both on the C2 side and speaking with the Command team or CSM privately through the open door policy, the SOLDier did not want to confront anything at this time.
67783	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	3/15/12	15 Mar 12; Soldier presented with the concern of being informed (in a Counseling Statement) by SFC (b)(6) (Squad Leader) stating she cannot visit with her spouse; due to Alleged Spousal Abuse. Soldier states she has been informed by SFC (b)(6) she cannot leave the Installation for no reason. Soldier states she does not understand why she is being restricted to Post, because her spouse is not abusing her, and states she does not know where the rumor came from.	RESOLUTION	20 Mar 12; I requested a copy of Counseling (which Soldier states she was never provided) and (b)(6) ensured I received it. It was found a copy was offer by SFC (b)(6) but Soldier stated she did not want it, and to place it in her Personnel File. After viewing the Counseling Statement; I discovered counseling was done per Dr. (b)(6) (Psychiatrist) stating Soldier is to be restricted to the Barracks until she is released from the Family Advocacy Program (FAP). It was also discovered Soldier was a prior In-patient on the BH Ward. When I presented the question to Soldier on the day of her visit, asking if she was being seen by BH, her reply was no. I then contacted Soldier to address findings and case closure. Soldier understood, agreed, thanked me and apologized for misleading me. Soldier had no other concerns at the time.
67972	Army National Guard	Fort Irwin	Complaint Against WTU Chain of Command	3/19/12	(12 Mar. 2012) Soldier and Spouse contacted me because they felt that one of the WTU Cadres was disrespectful to the spouse.	RESOLUTION	(16 Mar. 2012) Cadre contacted the Soldier and his spouse, explained why he only addressed the Soldier. The spouse was still a little upset however she felt what she had to offer would have help her husband situation. The Cadre explained that he felt it was inappropriate to address her about a military matter. After the Cadre explanation, the spouse understood. I asked her if she was satisfied with the Cadre explanation she said yes. Case Closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
67979	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	3/19/12	(14 Mar 2012) Soldier contacted me upset with WTU Commander and 1SG. He was informed that it was mandatory for him to report to morning PT formation. However, the PCM suggested that he should only have to report once a week. Due to the fact, most of his appointments are near his home, which is 75 miles away, and driving that distance aggravates his injury	RESOLUTION	(15 Mar 2012) I contacted the Commander and she informed me that she had already directed the Soldiers squad leader to contact the Soldier and let him know his request to call in for morning PT was approved. I then called the Soldier to see if he had been contacted by his squad leader he said yes. I asked was he satisfied with the Commander's decision, he said absolutely. Soldier is satisfied, Case Closed.
68021	Active Army	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	3/20/12	20 Mar 2012: Soldier came to my office upset that the Command wont send her TDY for training in prep for receiving a possible Service dog.	RESOLUTION	2 Apr 2012: On 26 Mar12, I sat down with the Soldiers Squad Leader and we talked about the issues the Soldier came to me about. After talking to the Squad Leader I hjad a better understanding about the issue with the Dog and the tarining as well as ther issue dealing with the red tape as pertains to the Soldier getting her kids on DEERS which she never did when she enter Basic. The Commander did the right thing by directing the Soldier to get the kids enrolled, instead she spent most of her time complaining about her EX. Below is the email the Squad Leader set to his Soldier. 26 March 2012: I just wanted to inform you that (b)(6) and I sat down and talked about all the issues you have going on right now, ie. the service dog, and the DEERS thing, and everything else we've talked about. I understand that your Doctor will be writing the recommendation letter for the dog. Once we have that letter we will be able to move forward with that situation.
68151	Other	Fort Hood	Complaint Against WTU Chain of Command	3/21/12	20 Mar 12- Soldier wants 1SG investigated for trying to "screw over " Soldiers in WTB	RESOLUTION	21 Mar 12- Contacted CSM who will look into allegations.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
68391	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/26/12	26 Mar 12 - Soldier's spouse came in on behalf of the Soldier, who is currently an inpatient at (b)(6). Soldier has been classified as high risk, but COC does things to increase the Soldier's stress level. Spouse has attempted to talk to COC without success.	RESOLUTION	26 Mar 12 - Ombudsman made an appt for the spouse to see LTC (b) BN CDR on behalf of the Soldier for 27 Mar, to discuss his and her concerns they have with the Soldier's current COC. He will be asking for a transfer to a different company, as well.
68407	Army Reserve	Fort Polk	Complaint Against WTU Chain of Command	3/26/12	21 Mar 2012: Soldier is being told he can't go on leave	RESOLUTION	22 Mar 2012: I spoke with the Soldier and told him what was needed, He claimed to have given most of the documents needed to his squad leader. I contacted squad leader and we got the documents to the PEBLO. PEBLO signed off and Soldier can go on leave. I confirmed this with the Soldier and he was satisfied with the outcome.
68703	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	3/29/12	Soldier believes the CSM made inappropriate comments about her and demonstrated a lack of compassion for her situation	RESOLUTION	Followed up with (b)(6) and the Soldier. While the Soldier is still contemplating a congressional and an IG complaint as she is not satisfied and feels the CSM acted completely inappropriately.
68786	Active Army	Fort Carson	Complaint Against WTU Chain of Command	3/30/12	29 Mar 12, Referred by WSFH, the Soldier requests assistance with harassment from C2/ M2.	RESOLUTION	2 Apr 12, I updated the Soldier on the elimination of requirements for her to report while on leave.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
69097	Active Army	Fort Riley	Complaint Against WTU Chain of Command	4/6/12	<p>Tuesday, 03 April 2012. Note: SPC (b)(6) requested to be officially anonymous. He does not want me to take any action on his behalf. He does not want me to contact any Cadre about his concerns. He reported that he was told by another soldier in the WTB to come to see me in order to have his concern "documented." SPC (b)(6) reported that he feels that a past Article 15 was unfair. He reported that he was pending another Article 15, but the CO CDR dropped the Article 15 today. SPC (b)(6) reported that he believes that he is being "retaliated" against because CPT (b)(6) saw the soldier hanging out with another "problem child" soldier.</p>	RESOLUTION	<p>19 April 2012. CSM (b)(6) brought (b)(6) to see me. All three of us sat down together (b)(6) was crying throughout the meeting over SPC (b)(6) getting the CO Grade Article 15. The soldier is at TDS getting his Article 15 briefing. His legal rights are not being violated. His punishment is much, much less than he would have received for the same offenses in one of the Divisional units here at Fort Riley. This is his second Article 15 within the past 6 months. The first was for weapons charges.</p>
69123	Active Army	Fort Hood	Complaint Against WTU Chain of Command	4/6/12	29 Mar 12- Unit leadership not being fair	RESOLUTION	30 Mar 12- Contacted 1SG and provider who will take care of this.
69163	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	4/6/12	Soldier is being counseled for FTR morning formation. His command will not understand his medication situation.	RESOLUTION	24 April 2012: Soldier stopped by said he has an MOU and is active he is working through is sleep issues.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
69215	Active Army	Fort Hood	Complaint Against WTU Chain of Command	4/9/12	9 APR 12: Soldier states he is not able to get 10 hours sleep as annotated on profile due to report time.	RESOLUTION	9 APR 12: 1SG going back to allowing Soldiers with 10 hours sleep profiles to report at 0900 hours and their PT times have been moved to the afternoon.
69304	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	4/11/12	11April 2012: Soldier stated that she does not feel like her chain of command is listening	RESOLUTION	12 April 12, I spoke the EOA; he stated that he could interview the Soldier 13 April 12 at 0900. I called the Soldier and she stated that she already had appointment for that time with her Social worker. I ask her if I could have the Social worker phone number. She gave me the number; I called him and ask if she could reschedule her appointment with him, he had no problem with it. I escorted the Soldier to the EOA office. Her chain of command is aware of the situation. I will continue to monitor this case and assist when needed.
69436	Active Army	Fort Carson	Complaint Against WTU Chain of Command	4/12/12	10 Apr 2012; Requesting assistance with harrasment from Squad Leader.	RESOLUTION	10 Apr 2012; I contacted SPC (b)(6) to let her know the outcome of dialog with her Cdr and 1SG. They had no problems seeing her but her Platoon Sergeant and Squad Leader had to be notified first. I told her to follow the procedure required by her command and if it didn't work to call me back immediately. Soldier was very thankful.
69464	Army Reserve	Fort Sill	Complaint Against WTU Chain of Command	4/13/12	12 Apr 12: Soldier has expressed her dissatisfaction for ALL WTU providers, Command and Ombudsman in dealing with her issue.	RESOLUTION	12 Apr 12: Ombie will continue to followup and check status. SEE other issues and actions concerning her issues. Issue closed by Ombie.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
69537	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	4/13/12	<p>13 Apr 12; Soldier presented with the concern of feeling he is being harassed by SGT (b)(6) (Squad Leader). Soldier states his reasoning are as follows: when on Pass or Weekends; he is to call in to SGT (b)(6) between 0700-0800 but SGT (b)(6) never allows him to do so because she calls him at 0600; when calling SGT (b)(6) to address concerns, she never answers her phone, but later texts him; SGT (b)(6) doesn't listen whenever he tries to talk to her and when she does, she talks to him in a demeaning manner; and SGT (b)(6) puts him on one schedule for his daily duty, but then calls him asking why he is not in another area. Lastly, Soldier states he received a text from SGT (b)(6) this morning telling him he had to report for an UA at 0730, but when he reported to the designated area, it was found he did not have to be there.</p>	RESOLUTION	<p>2 May 12; SFC (b)(6) stated he had a meeting/counseling with both Soldiers separately; due to SGT (b)(6) being on Pass. I then suggested that maybe in order to come out with a positive resolution; maybe removing the Soldier from the situation (Job Site which SGT (b)(6) oversees) would be feasible; especially with his having behavioral problems. SFC (b)(6) agreed and stated he has scheduled Soldier an appointment (4 May 12) to meet with (b)(6) (Transition Coordinator) for another job site within the BN. I spoke with (b)(6) (Transition Coordinator Assistant) which stated they will find a position for Soldier STAT in efforts to defuse the situation between him and SGT (b)(6) (b)(6). (b)(6) stated she would send me an email message, stating Soldier's new area of work. I then contacted Soldier to address findings and case closure. Soldier understood, agreed, was pleased, thanked me and had no other concerns at the time.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
69571	Army National Guard	Fort Irwin	Complaint Against WTU Chain of Command	4/14/12	(12 Apr 2012) Soldier came by my office this morning to discuss a concern he was having with his squad leader. He stated the issue was not a big deal however; it has gotten to a point that it has beginning to frustrate and stress him. Therefore, he wanted to discuss it with me on how to handle it.	RESOLUTION	(13 Apr 2012) After speaking with the 1SG, I contacted the Soldier and shared with him that the 1SG was addressing his concern and some similar concerns with his entire WTU staff. In addition, he told me to inform the Soldier keeping his name anonymous is not a problem. I asked the Soldier was he satisfied he said yes. Case Closed.
69594	Army National Guard	Fort Irwin	Complaint Against WTU Chain of Command	4/16/12	•BLUF # 69564: ARMY NATIONAL GUARD: WTU RELATED: Complaint against WTU CoC: Soldier alleges WTU CoC is insensitive to medical needs.	RESOLUTION	(16 Apr 2012)I contacted the Soldier, I explained the plan going forward, and I shared with him that the 1SG was acting on the WTU Commanders direction. After I gave him the plan going forward, he stated that he was comfortable with the outcome. He thanked me for my help and I told him I would be monitoring his care to ensure the plan is working. Case Closed.
69773	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	4/17/12	4.17.12 Request Care Conference	RESOLUTION	5.1.12 Accompanied MSG (b)(6) to his appt with (b)(6) the soldier brought copies of his medical records which included two previous MEB actions which he was found fit. The soldier was concerned that he did not want to go through another board...basically reinventing the wheel. He also brought documentation from the GI Clinic at MAMC from six years ago indicating that Nexium is the only drug at this time which will address MSG (b)(6) severe heartburn. All other regimes have been tried and tested; this is the only drug which has been proven to work for him. MSG (b)(6) stated he feel much better; once he has recovered from his surgery it is felt the soldier will be able to return home. If there is a possibility that his cardiac issue may deem him as unfit he can go through the medical board at home.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
69889	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	4/19/12	19 April 2012. Soldier came in for assistance with an issue with D Co WTB leadership. The Soldier recently had a minor accident on his motorcycle where he suffered minor damage to one of his legs. He states that there was no alcohol or wrong doing involved with the accident. He was informed today that he was no longer allowed to operate his motorcycle on or off post. He feels that this is inappropriate.	RESOLUTION	24 April 2012. I called and spoke with the Soldier. He went to legal and they agreed that the commander had over stepped her bounds. The Soldier has decided to see his PCM and get a letter that allows him to drive his motorcycle. I advised him to contact me if that did not work out.
69949	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	4/20/12	19 April 2012: The Soldier is complaining that he has been assigned to HHC for longer than normal and wants to transfer into one of the permanent companies at the WTB.	RESOLUTION	20 April 2012: The Soldier was notified and was satisfied with the outcome and understands why he is being held in HHC.
70356	Active Army	Fort George G. Meade	Complaint Against WTU Chain of Command	4/27/12	26 April 12- soldier left voice message- soldier's seeks assistance in obtaining 'orders' for transfer to WTU at Walter Reed.	RESOLUTION	27 April 2012- called soldier at Walter Reed/ Bethesda to inform her of findings. she was unavailable. left message for soldier with CPT (b)(6) staff member. she reported that she will relay message to the soldier. I also left with her my office phone number.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
70363	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/27/12	Soldier in A Co who wishes to remain anonymous has sought Ombudsman assistance with WT being held to higher standard than cadre.	RESOLUTION	25 Apr 12: Received email from SFC (b)(6) stating all Cadre don't have to be present during APT session, we have 1 CADRE per platoon to be present during the Soldiers APT session and I NCOIC (SSG (b)(6)) We also have a sport therapist assigned to a company, (b)(6) that is present in the AM APT session daily. SFC (b)(6) Ombudsman please let the Anonymous Soldier know that I do have an open door policy and that I do hold all my Soldiers to include cadre to the same standard. SFC (b)(6) stated she will not tolerate any Soldiers missing any appointments or my Cadre not being where they are suppose to be. Accountability is a must for All my Soldiers. Received email from CSM (b)(6) informing SFC (b)(6) also at your next formation explain to your Soldiers in Transition that all Cadre are not required to be at APT, only the certified Cadre that are trained rotates to conduct the sessions. Ombudsman email SFC (b)(6) thanking her for feed back and per anonymous Soldier no cadre were present at afternoon session and the WT's passed around a sheet a paper and signed their names. Also, Soldiers are always encouraged to use the open door policy but some don't feel comfortable using it.
70431	Active Army	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	4/30/12	30 Apr 2012: Soldier came to my off said Command is not being fair to her with her Con-Leave	RESOLUTION	17 May 2012: Soldier talked with me for an 1hour after morning formation and was updating me on all the stuff that has been going on with her. She stated still waiting to see if she will get a dog. Has been ok with the Con-leave issue. Soldier thanked me for talking with the Commander on her behalf.
70432	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	4/30/12	(23 April 2012) Soldier claimed that the WTU 1SG violated HIPAA by sending his Behavior Health (BH) records to an outside agency, the District court of California without his permission.	RESOLUTION	(27 April 2012) I contacted the Soldiers this morning and share with him what I found out. He was relieved to hear that his 1SG did not release his BH records; however, he still thought that the Post needed his permission before sending his BH records. I explained to him that the subpoena was a court order and the Post is obligated to send all his medical records. He thanked me for my assistance, Case closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
70561	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/2/12	27 Apr 12, Soldier states he needs to be moved from under Squad leader	RESOLUTION	27 Apr 12, Ombudsman and Soldier met with Company level leadership (CPT (b)(6) 1SG (b)(6) SFC (b)(6) SSG AG and (b)(6) Soldier's Social Worker) for 2 hours. Numerous issues were discussed and it was clear that the relationship between Soldier and Squad Leader was fractured, and the potential for something more serious happening was high. The Social worker also stated that through her counseling with Soldier it was not a good COA to level Soldier under current SL. Commander and 1SG agreed that it was in the best interest of command that move Soldier and ensure that Soldier receives appropriate integration counseling from new Squad Leader SGT (b)(6) 1SG again reinforced to Soldier that accountability was the units number one priority and that was to reason he was moved to a different platoon in the first place.
70663	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/3/12	12 Apr 12 - Soldier recently released from treatment facility - nothing has changed in WTU.	RESOLUTION	13 Apr 12 - Soldier met with WTU BN CDR, LTC (b)(6) on 13 Apr to discuss her concerns with him about her current 1SG and CDR and issues going on.
70675	Army Reserve	Brooke Army Medical Center	Complaint Against WTU Chain of Command	5/3/12	On 3 May 12 Soldier called and said that she may need to be move to a different platoon because her Platoon Sergeant is "stressing" her out instead of working with and helping her.	RESOLUTION	On 17 May 12 I met with the Soldier's chain of command and discussed the scenario that had evolved with the SM. The SM's PSG said that the SM was even given a free phone by the unit's HR clerk, but the SM only responded to the SLs by saying she was not going to report in because she was on CON LV. I tried calling the SM again and got a voicemail that said, "At the subscriber's request this phone does not accept incoming calls." As a result the CO said he had no other recourse, but to report the SFC as AWOL. I tried calling the SM one last time and got no answer from her.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
70718	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	5/4/12	16 Apr 12, made to operate vehicle under the influence of his medication.	RESOLUTION	16 Apr 12, Ombudsman escorted Soldier to battalion and requested to see CSM under Open Door Policy. Ombudsman and Soldier meet with CSM (b)(6) who addressed Soldier's concerns. CSM stated that he would talk with 1SG (b)(6) about adjusting times for report when doing unit UA's for Soldier's under sedating medication profiles and leader forcing Soldier to operate vehicle knowingly under influence. Unit may need to send leader to pick Soldier up if it is that critical for Soldier to come in. Soldier thankful for CSM meeting with him at this time.
70960	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	5/9/12	4-23-2012 Soldier still feels lack of support from his Triad of Care. Soldier stated that he does not feel the leadership or NCM cares about his well being.	RESOLUTION	9-May-2012 Soldier has transferred to D Co WTU. Soldier had first visit with D Co NCM. Soldier will see PCM on Friday 11 May 2012 regarding referral for NicOE.
70978	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	5/9/12	Wednesday, 09 May 2012. Issue: "I'm being harrassed." SSG (b)(6) reported that his platoon sergeant just called to inform him that he will be taped the next time he comes to Fort Riley. The soldier reported that he believes that it is unethical for command to tape him while he is in the medical board process. He reported that he feels this is only happening because of the rumors that he rides his motorcycle in to work every morning. SSG (b)(6) is a Remote Care soldier.	RESOLUTION	09 May 2012: I pulled up the Weight Control regulation. We discussed the reference that states that meds will not exempt a soldier from the Army Weight Control program. We discussed that command has the right to tape a soldier at the commander's discretion. I suggested that SSG (b)(6) address this issue with his WTB Platoon Sergeant and with his WTB 1SG, as he has not used his chain of command yet. I gave him 1SG (b)(6) phone numbers. We discussed that he has ankle and other ortho problems. We discussed that being seen riding his motorcycle every day presents the appearance that his ankle is really not bothering him much at all. I asked him to contact his NCO chain. I asked him to call me if this does not resolve the situation.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
71017	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	5/9/12	<p>9 May 12: Soldier reported to Ombudsman's office in an obvious state of emotional depression, resulting from the alleged negative leadership climate fostered by her squad leader, SSG (b)(6). Soldier was in tears, broke down crying, and was obviously experiencing a degree of anxiety. Soldier alleged that her squad leader has been continually, verbally abusive toward her to the point that she feels she's under duress and constant attack. Soldier states that she reported SSG (b)(6) improper and abusive actions to her PSG, SFC (b)(6) and he allegedly told her that he was swishing her to SSG (b)(6) squad. She reports that he told her this in the presence of another WTU Soldier/ patient, SFC (b)(6). Soldier states that SSG (b)(6) later told her she will not be swished to another squad.</p>	RESOLUTION	<p>10 May 12: Followed-up with PFC (b)(6) and she informed me that she was moved to another squad after I (Ombudsman) addressed the issue with the WTU 1SG. The Soldier is pleased with the outcome of her case.</p>
71076	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	5/10/12	<p>10 May 12; Soldier (wheelchair-bound) presented with the concern of having to attend Company Formations twice daily; especially in the rain.</p>	RESOLUTION	<p>14 May 12; I was contacted by CPT (b)(6) which informed me Soldier had the option to get out of the rain by going into BLDG 19750 (Barracks Day Room) to keep dry. CPT (b)(6) stated he would not have any Soldier stand/attend Formations in inclement weather conditions, especially if not equipped. I then contacted Soldier to address findings and case closure. Soldier understood, agreed, was pleased, thanked me and had no other concerns.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
71188	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	5/11/12	<p>11 May 12: Spoke with PVT (b)(6) this morning, and he addressed the following concerns about a command directed move from the new WTU barracks across the street from GLWACH back into the old barracks next to the WTU HQ: WTU Chain of Command is making him move from Bldg 330 where he has over \$300 of groceries and over \$200 of cooking utensils (pots, pans, accessories, etc.) for his room; he's going to have to break his profile moving things back and forth; moving will take no less than 50 trips, which is a medical hazard for him; no kitchen in the old barracks; therefore, all of his food will go to waste; nowhere to store all his kitchen, bathroom, and bedroom accessories in the old style room; he will be away from the NCO who pledged to take care of him and keep him</p>	RESOLUTION	<p>14 May 12: The Soldier spoke with the WTU 1SG and they agreed that the Soldier would think about his decision to move over the weekend and give the 1SG his decision on Monday (today). No matter what decision the Soldier made, he understood that the WTU 1SG is the final decision maker. Spoke with the WTU 1SG last night (13 May 12) and he informed me that PVT (b)(6) got picked up Saturday morning in (b)(6) from the (b)(6) Police Department. He was charged with DUI and underage drinking. He is currently being held at the MP station in D-Cell, awaiting the Magistrate Court's decision on his disposition. All of the above tells me that the Soldier is young and immature; therefore, I'm closing his case without further action because this is strictly a chain of command issue at this point.</p>
71411	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	5/16/12	<p>9 May, 2012: Soldier request assistance with his Squad Leader.</p>	RESOLUTION	<p>14 May, 2012: It was identified that Soldier was told not to drive until further notice because he had recently been involved in an automobile accident and there is a concern that it was caused by the medication he is taking. Soldier will be driven to his appointment until further notice. Soldier is satisfied with why he was told not to drive and states he will speak with his CM. Informed Soldier to contact me if he need further assistance</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
71416	Army National Guard	Brooke Army Medical Center	Complaint Against WTU Chain of Command	5/16/12	On 16 May 12 Warrior said that his Platoon Sergeant has threatened to cancel his Leave and has consistently said that he does not qualify for certain medical services. because he is National Guard.	RESOLUTION	On 18 May 12 I confirmed that Soldier's Leave was signed and approved by his CO according to the SM's Platoon Sergeant. I relayed what his PSG told me in regards to the conversation about receiving dental care to which the SM said he saw it differently. The SM was told that this sort of Leave was a privilege and not a right and that his transfer to CBWTU was postponed until he got back from Leave and for this the SM was happy with the present situation.
71463	Army National Guard	Fort Belvoir	Complaint Against WTU Chain of Command	5/16/12	Soldier requesting assistance in getting her leave approved.	RESOLUTION	23 MAY 12: Prior to meeting with the 1SG, it was the Ombudsman understanding that the Soldier's main concern was being allowed to spend time with her Boyfriend overseas, prior to him being Deployed to Theater. While meeting with the 1SG on 22 May 12, it was only then the Soldier expressed to her desire to go PCS Home leave, which would mean that the Soldier would clear the WTB and go home to New York to see her Father get married during a July timeframe. 1SG assures the Soldier that he will address this exact concern with the Co CDR and will see what he could find out. Ombudsman tells Soldier and the 1SG he will take a back seat to this process and the 1SG to do his work. Soldier is aware that her case will now be closed, but if needed, it can be openend again.
73678	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	5/21/12	On 18 May 12 Soldier said that he is days away from receiving Orders to transition from the Army, but his Chain of Command is pursuing UCMJ Art86 for being late for formation when JAG has already noted that he cannot be found guilty if the reason he is late was because the WTB transportation was late and therefore not the SM's fault.	RESOLUTION	On 22 May 12 I contacted the Soldier's CO and the SM was read the Article 15 which the CO took my suggestion by only placing the SM on 2 weeks extra duty and restriction to post, suspended reduction of rank and some forfeiture of Pay for 90 days. The CO noted that the SM was still being punished, but with an opportunity to rehabilitate and move on with transition from the Army. Then I spoke to SM who said he did not like the suspension hanging over his head, but he could live with it and appreciated that the CO will lift "Flag" so he could transition. SM was told that he would have to give unit a 24 hour notice if he had to go off post to look at apartments/lodging and said he was ok and could handle it.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
73726	Army National Guard	Fort Belvoir	Complaint Against WTU Chain of Command	5/21/12	21 MAY12: Soldier presents to Ombudsman with complaint against PLT SGT. Soldier provides Ombudsman with memorandum detailing an incident with his PLT SGT. Ombudsman will meet with the 1SG to discuss this issue.	RESOLUTION	7 June 12: Case is now considered closed due to Soldier's concern's being brought Immediately to the 1SG, who addressed the issue to his entire cadre staff fo treating Soldier's with respect and dignity. Soldier was informed of this update.
74147	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	5/29/12	21 May 2012: Major (b)(6) signed in from AWOL this evening. 22 May 2012: I met with Major (b)(6) She has a laundry list of complaints against the WTB and CBWTU-Utah.	RESOLUTION	21 June 2012: I met with Major (b)(6) All okay for now.
74271	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	5/30/12	30 May 2012: Soldier reports that he is being harassed by his Chain of Command to pay child support that he does not have.	RESOLUTION	1 June 2012: The Soldier provided his Chain of Command with a copy of the money order receipt sent to his Spouse; according to the Soldier no action will be taken against the Soldier. The Soldier also reports that his pay was corrected and he should be paid on time and he will set up an allotment for his Spouse.
74315	Army Reserve	Fort Polk	Complaint Against WTU Chain of Command	5/31/12	31 May 12: Complaint against WTU Chain of Command: The Soldier alleges she has received reprisal from her CoC.	RESOLUTION	MAJ (b)(6) release resulted from a medical judgement made by appropriate medical authority. MAJ (b)(6) fails to demonstrate a causal link between her testimony in the 138 investigation and her REFRAD. In the absence of evidence supporting her assertion that the REFRAD was an act of reprisal, it appears that MAJ (b)(6) is suggesting that the fact that she was REFRAD is, alone, proof of reprisal. That reasoning is flawed. Reprisal is not evident in this case. MAJ (b)(6) has recourse to the Inspector General under provisions of AR 20-1 if she feels that she has sufficient information to support an allegation.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
74383	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	6/1/12	31 May 12: Complaint against CoC	RESOLUTION	31 May 12: Ombie spoke with 1SG, who stated Soldier had just completed inpatient treatment and when he got out he had two major incidents that caused him to pass out. Soldier denies he has an alcohol and drug problem. Both incidents could have possibly lead to death if someone did not find him in his room. So 1SG has put the Soldier on a Suicide watch near the CQ area. Soldier is facing Chapter proceedings due to failing the urinalysis. Ombie contacted Soldier with information. Issue closed by Ombie but will continue to follow up as needed.
74396	Army Reserve	Fort George G. Meade	Complaint Against WTU Chain of Command	6/1/12	Soldier was selected to receive a service dog (April 18, 2012) and the OT "dropped the ball".	RESOLUTION	28 jun 12- acquisition of service dog continues as planned. Soldier had surgery and is on convalescence leave for 30 days.
74453	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	6/1/12	1 Jun 12; Officer presents with wanting to reside in Lodging	RESOLUTION	5 Jun 12; I was provided several options for Officer per CPT (b)(6) (BN S4) which he explained; (and informed Officer of a few weeks ago) All Soldiers are entitled to either one of two things: (1) Government Quarters at the expense of forsaking their BAH entitlement (i.e. , Barracks) or (2) BAH to provide a domicile for themselves and or their family members. CPT (b)(6) stated, On Post Housing is only offered to those Soldiers on PCS Orders, which are required by Housing in efforts to be placed on the waiting list. CPT (b)(6) stated, all he could do at this time is to extend Officer at Ring Hall a little longer, until it is mandated she move out. 11 Jun 12; I have tried (several times; unsuccessfully) to contact and inform Officer of findings and case closure. She has missed several appointments with me and has not contacted me. I have made the decision to close her case at this time.
74776	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	6/5/12	4 June 12: Soldier has a complaint against his SQL and PSG.	RESOLUTION	4 Jun 12: Soldier spoke with the Ombie after his talk with the 1SG and he said all his concerns were address and 1SG was able to explain WTU Policy. Soldier is very satisfied and thanked Ombie for her guidance. Issue closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
74815	Active Army	Fort Hood	Complaint Against WTU Chain of Command	6/5/12	5 JUN 12: Soldier wants to be moved to another unit. Soldier states he does not trust his CDR and 1SG.	RESOLUTION	5 JUN 12: Ombudsman coordinated meeting with BN CSM and Soldier's leadership including NCM and SW. It was identified that Soldier has problem taking responsibility for his actions. The command will look into why Soldier was allowed to go home day of accident without being cleared and the following day told to stay in the barracks. Soldier spoke with CDR and pleaded with him to be allowed to go home and that he was okay. Command stated they put Soldier in the barracks the next day for his safety and welfare. BN CSM decided that Soldier would be moved to another platoon vs another company at this time.
74864	Active Army	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	6/6/12	6 Jun 2012: Soldier stopped me in the hall and asked to talk to me about her treatment here at the Balboa WTU and about doing a Congressional.	RESOLUTION	3 July 2012: Soldier came to my office to let me know that she is waiting on a letter from her pain management Doctor in reference to be allowed to wear clothes that will make her comfortable instead of the PFU. Soldier stated that if the letter does not work she will do a Congressional. She thanked me for the help. I let the CoC know what the Soldier plans and they stated they are ready.
74896	Active Army	Fort Hood	Complaint Against WTU Chain of Command	6/6/12	5 Jun 12- Soldier reports being harassed by chain of command and wanting to REFRAD and stop care as a result.	RESOLUTION	5 Jun 12- Advised Soldier of what was reported to me by legal and suggested he discuss with CDR his situation.
74952	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	6/7/12	DISAGREE WITH NCOER	RESOLUTION	4 JUNE 12: I reviewed the NCOER and sent the Soldier my recommendations and suggestions on how she should approach her command with her dissatisfaction. I told her that the regulations could have changed since I was active duty and to pass the regulatory portions of the NCOER by her S1 prior to proceeding. She thanked me for my assistance and said she would contact me if she had further questions.
74966	Active Army	Fort Hood	Complaint Against WTU Chain of Command	6/7/12	5 Jun 12- Violation of profile	RESOLUTION	6 Jun 12- PCM will update profile to reflect current limitations.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
74978	Active Army	Fort Knox	Complaint Against WTU Chain of Command	6/7/12	7 June 2012 Soldier feels the Company has too many formations.	RESOLUTION	7 June 2012 Soldier was informed that he will have ample time to attend his medical appointments and do whatever else is required. Formations are not optional. Soldier was not pleased.
75008	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	6/7/12	SGT (b)(6) states that she believes that she is experiencing racism with the WTU Commander and 1SG.	RESOLUTION	30 May 12: A meeting with the CPT (b)(6) 1SG (b)(6) SGT (b)(6) and Myself was conducted in the CPT (b)(6) office. SGT (b)(6) explained why she believed that she was experiencing racism from CPT (b)(6) and 1SG (b)(6). Both CPT (b)(6) and 1SG (b)(6) stated that did not say or had intentions of racist toward SGT (b)(6) and that they like her. They both apologized for her perception. SGT (b)(6) asked 1SG (b)(6) to please consider the words and the way that he talks to soldiers who are in the WTU because the WT's are sick and dealing with alot of behavioral health issues. 1SG stated that he would. SGT (b)(6) is satisfied with the answer and will not proceed to IG or EO.
75683	Active Army	Fort Hood	Complaint Against WTU Chain of Command	6/11/12	6 June 12, not allowed to use Open door Policy to see CSM and feels like company COC is insensitive to him as a Soldier.	RESOLUTION	7 June 12, Soldier and Ombudsman met with the following: CPT (b)(6) 1SG (b)(6) SFC (b)(6) SSG (b)(6) and CPT (b)(6). Soldier allowed to voice his concerns at this time command explained and answered all question and provided guidance on what was expected of SPC (b)(6) from this point. Prior to meeting SPC (b)(6) and CPT (b)(6) was able to mend whatever issue they had and Soldier was allowed to meet with her without SL and got all consults put in for appointments. Overall meeting went well and Soldier was happy with the opportunity to speak with the command.
75768	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	6/12/12	Note: Please see the Attachments section. I've uploaded my write up on this soldier that covers 09 May 2012 to 06 June 2012 Issue: MSG (b)(6) feels that the WTB BC is giving him "unlawful orders."	RESOLUTION	When I started working with MSG (b)(6) on 24 January 2012, he was angry and resentful towards the CBWTU-Utah leadership. It appears that he has now transferred his anger and resentment onto the FRK WTB leadership. This issue is resolved as successfully as it ever will be.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
76040	Active Army	Fort Hood	Complaint Against WTU Chain of Command	6/15/12	14 Jun 12- has been denied ODP	RESOLUTION	14 Jun - made appt with MTF Cdr for 19 Jun
92914	Army National Guard	Fort Irwin	Complaint Against WTU Chain of Command	6/19/12	(12 June 2012) Soldier contacted me with the concern that the WTU is trying to Chapter her out of the Army due body fat standard failure. However, the Soldier is stating that the medication she is taking is causing her weight gain.	RESOLUTION	(12 June 2012) I contacted the Soldier back this afternoon and shared with her the 1SG plan she was very happy to know that the unit was willing to work with her and giving her the benefit of the doubt. Soldier satisfied, Case Closed.
93020	Army Reserve	Fort Eustis	Complaint Against WTU Chain of Command	6/21/12	15 Jun 2012, Soldier wants to request a Squad Leader change.	RESOLUTION	15 Jun 2012, I informed SPC (b)(6) to go back to the WTU and request to speak with the WTU First Sergeant on his open door policy and to explain the problems that he is experiencing with his current Squad leader. 18 Jun 2011, SPC (b)(6) stated he spoke with the WTU 1st Sergeant, only to be told that he could not be shopping around for squad leaders because he feels his squad leader is too hard on him. So, the request to change squad leader was denied and the soldier returned to me to inform me of the outcome and to seek advice as to what to do next. 19 Jun 2012, I then referred SPC (b)(6) to make an appointment with the Heath Center's Sergeant Major to discuss this issue. I also informed him to let the 1st Sergeant know that he was requesting an audience with the Sergeant Major. 21 June 2012, SPC (b)(6) informed me today, that the Sergeant Major contacted the WTU 1st Sergeant and instructed him to change the soldier's squad leader due to his BH diagnosis and to prevent any unwanted incidents from happening. SPC (b)(6) received a new Squad leader today and was satisfied with the results.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
93073	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	6/21/12	20 Jun 12: Soldier received counseling statement for missing an appointment. He wants to know why the WTU cadre hold WTU Soldiers to a standard, when they always miss PT.	RESOLUTION	26 Jun 12: Spoke with the Soldier and he says he has noticed a remarkable change in how the WTU accounts for Soldiers and cadre and does PT. The Soldier says there's no longer a double standard, and he's pleased with the outcome of his case.
93096	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	6/21/12	21 June 2012: Soldier reports that he should not have been extended past his ETS date to be process out of the military. The Soldier alleges that he was under the impression that he was being extended to complete an MEB.	RESOLUTION	25 June 2012: It was discovered that the Soldier was due to ETS and was extended initially to complete his medical care; the Soldier continued his care and was later charged with substance abuse. The Soldier did not complete ASAP; according to the Chain of Command the Soldier encountered some legal problems with the police and is pending a court date. The Chain of Command made a determination to Chapter the Soldier out of the Military. Soldier is not satisfied with this outcome.
93098	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	6/21/12	21 June 2012: Soldier reports that his Chapter has been returned and he has started to clear the company however; according to the Soldier he is still restricted to the barracks. The Soldier would like to spend time with his Spouse and children in their home.	RESOLUTION	22 June 2012: I discussed this with the Soldier and he reports that he is dissatisfied however he understands.
93120	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	6/22/12	21 June, 2012: Soldier request assistance with his C2.	RESOLUTION	28 June, 2012: Contacted Soldier and informed him that IAW Title 37, Section 402, the authorization for BAS to Soldiers living in the WTB barracks was recinded. Informed Soldier that was what the C2 was basing their decision about BAS on. Informed Soldier I had talked with my AO and there wasn't anything else I could do to assist him with the BAS issue. Informed Soldier if anything changed I would contact him.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
93132	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	6/22/12	21 June 12 - Soldier states his COC denied his surgeries. Back, Hernia, and ankle.	RESOLUTION	21 June 12 - Ombudsman scheduled the Soldier to see COL (b)(6) DCCS on 27 June to discuss exception to policy to allow him to have at least the back and hernia surgery.
93143	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	6/22/12	Soldier presents with the concern of being forced to brake his Profile.	RESOLUTION	22 Jun 12; After speaking with CPT (b)(6) the decision was made to take my advice (if Soldier must do Police-call) and provide him with appropriate equipment (stick with point) which would assist him in performing that duty without bending. CP (b)(6) stated Soldier was taken off all other duties, which required bending, stooping and or crouching. I then contacted Soldier to address finding and closure. Soldier understood, agreed, was pleased, and thanked me. Soldier informed me his Extra-duty has been completed.
93193	Active Army	Fort Riley	Complaint Against WTU Chain of Command	6/22/12	Wednesday, 20 June 2012. Issue: 1LT (b)(6) does not agree with the No-Contact Order towards Dr. (b)(6) that he just received from his CO.	RESOLUTION	20 June 2012: 1LT (b)(6) repeatedly stated that he has "no idea" why he was given a no-contact order. I then walked over to A Company WTB. I met with the soldier's Platoon Sergeant, SFC (b)(6) I met with the acting Company Commander, 1LT (b)(6) I met with the A Company First Sergeant, 1SG (b)(6) I met with 1LT (b)(6) and his Platoon Sergeant. It turns out that 1LT (b)(6) recently sent a letter to President Obama that referenced suicide, homicide, and Dr. (b)(6) (IACH Chief of Behavioral Health). Command was contacted about the letter. I explained to the soldier that the current restrictions are the
96099	Army Reserve	Fort Benning	Complaint Against WTU Chain of Command	7/3/12	03 July 2012: SFC (b)(6) states that she is being harassed by her Company CDR.	RESOLUTION	12 July 2012: I spoke with SFC (b)(6) She stated that the CDR had a meeting with the BN CDR and Hospital CDR. The issue is resolved.
96174	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	7/3/12	3 July 2012: The Soldier is complaining that he is required to report for formation daily at 0630 hours, which he claims interferes with him receiving appropriate medical care.	RESOLUTION	3 July 2012: The Soldier voiced understanding and was satisfied with the outcome.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
96175	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	7/3/12	3 July 2012: The Soldier remains in the WTB HHC after 97 days and is requesting to transfer into another company ASAP. He believes that he is unable to access appropriate services in HHC.	RESOLUTION	3 July 2012: The commander agreed to release the Soldier from HHC. The Soldier was processed for the misconduct through civilian authorities and was punished. The commander was satisfied with that outcome and dismissed the adverse action. The Soldier was notified and was satisfied with the outcome.
96202	Active Army	Fort Hood	Complaint Against WTU Chain of Command	7/5/12	25 Jun 12- Lack of support for terminally ill Soldier from chain of command	RESOLUTION	5 Jul 12- Contacted chains of command in Germany and WTB and MTF at Ft Hood. Made appt for new POA with responsible unit leader to ship HHG and resolve TA-50. Resolved orders issue and TSGLI appeal being processed.
96230	Active Army	Fort Sam Houston	Complaint Against WTU Chain of Command	7/5/12	21 Jun 12: FT Meade WTU	RESOLUTION	3 Jul 12: Anonymous message. Forwarded to Fort Meade Ombudsman, (b)(6) Talked with ombudsman. She will get in contact with new company commander for situational awareness. Case closed. ACTION CLOSED.
96243	Army National Guard	Fort Belvoir	Complaint Against WTU Chain of Command	7/5/12	5 JULY 2012: Soldier's wife initially contacts Ombudsman via phone, to express concern over lack of communication with WTB Chain of Command and her husband. Wife emails Ombudsman memorandum, outlining issues, concerns her husband is going thru. Ombudsman contacts Solider. to gather his story. Soldier will provide Ombudsman with his own memorandum of concerns, issues. Soldier, Ombudsman will meet with the 1SG Friday, 1000 hrs to address his concerns.	RESOLUTION	9 JULY 12: Soldier and Ombudsman meet with the 1SG of his Company to address his concerns. 1SG (b)(6) the Soldier's concerns and will address those with the Commander. Soldier tells Ombudsman he feels issues has been addressed and considers his case closed

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
96306	Active Army	Fort Hood	Complaint Against WTU Chain of Command	7/6/12	29 Jun 12- Soldier being treated unfairly by acting 1SG	RESOLUTION	1 Jul 12- Soldier will see Bn CDR on ODP and went to PCM for statement that he has no limitations to riding a bicycle.
96314	Active Army	Fort Hood	Complaint Against WTU Chain of Command	7/6/12	28 Jun 12- Soldier denied conv lv that was rec. by neurosurgeon after spinal fusion	RESOLUTION	28 Jun 12- Conv lv was approved after contact by ombudsman to Bn CDR
96428	Army Reserve	Fort Leonard Wood	Complaint Against WTU Chain of Command	7/10/12	10 Jul 12: Soldier alleges the WTU isreprising against Soldiers in Bldg 330 by waking them up at 0530 and making them perform police call at 0600.	RESOLUTION	10 Jul 12: The WTU 1SG spoke with the IG about the issue and decided that the unit is correct in the current approach deployed. 1SG's comments follows: "Sir, I spoke with IG and we are going to keep it status quo for now." Followed up with Soldier; Soldier is not pleased with outcome of case.
96434	Active Army	Fort George G. Meade	Complaint Against WTU Chain of Command	7/10/12	9 July 12 - soldier stated - " my Chain of Command let me down'.	RESOLUTION	10 July- informed soldier of actions taken by the Company Commander.She was appreciative of the outcome.
96741	Active Army	Fort Hood	Complaint Against WTU Chain of Command	7/16/12	10 Jul 12- Cadre in WTB having issues with chain of command	RESOLUTION	11 Jul 12- referred to PCM for profile update and to chain of command (BDE CSM) to address chain of command issues. Will continue to f/u/
96817	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	7/16/12	16 July 2012: Soldier reports that he is expected to be moved once he receive his orders for COAD; according to the Soldier his Squad Leader is harassing him to find a another worksite.	RESOLUTION	17 July 2012: I met with the Soldier regarding his allegations and informed that Soldier that his Chain of Command will support him. I asked the Soldier if he had made contact with the Transition Coordinator and he replied no. I directed the Soldier across the hall to the Transition Coordinator and asked him to send his Chain of Command an email letting them know he made contact.
96836	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/17/12	16 July, 2012: Soldier has a complaint against WTB C2.	RESOLUTION	18 July, 2012: Soldier called and told me that she had decided not to pursue her issue with the C2. Asked Soldier if she was certain that she doted not want to pursue the issue and Soldier stated "yes." Informed Soldier to contact me if she needs assistance in the furture.
96934	Army Reserve	Fort Benning	Complaint Against WTU Chain of Command	7/18/12	18 Jul 12: Soldier alleges she is being harassed by her Chain of Command (CoC).	RESOLUTION	22 August 2012: The BN XO addressed SGT (b)(6) complaints. The Co. CDR was reassigned; but not as a result of SGT (b)(6) complaints. SGT (b)(6) filed a Congressional against her Chain of Command. The BN XO is responding to the Congressional.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
97063	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/19/12	17 Jul 12: Family Member has sought Ombudsman assistance with being informed on what she could expect from WTB	RESOLUTION	18 Jul 12: Spoke with CPT (b)(6) (CM) and 1SG (b)(6) and was informed that they plan on meeting with Family Member to discuss what she can expect from WTB and what resources are available. Family Member briefed on 19 Jul 12.
97215	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	7/23/12	7.23.12 Request assistance with Self-Assessment validation by Cadre	RESOLUTION	8.17.12 Response from CPT (b)(6) called CPT (b)(6) and informed him of my findings: We are all having issues with AWCTS. We will get it up to 100% and the next day 30 will drop out. We will do them again and the next day another 25 will drop off that may or may not be part of the 30 from the day before. So... we will keep working it but we cant beat the system and the current system has bugs. Higher is well aware and that's why higher really isn't beating us up about our stats. I understand his frustration. Its founded. Trust me. After Ive entered the same WT's assessment 3 times in the same day..and it shows NOT UPDATED..makes me want to stop trying too.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
97308	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	7/24/12	24 JULY 12: Soldier is the spouse of another Soldier and both Spouse and Soldier come to seek assistance from the Ombudsman for an issue concerning the NCM of Spouse. Soldier states " I am on here on NMA orders for my Wife while she recovers from back Surgery and my wife's NCM is questioniong on whether I should here at all" I know this because I saw an email that was sent by the NCM to certain Cadre where the NCM referred to me as a "Troopie". Ombudsman asks Soldier to write a statement concerning this issue. Ombudsman speaks to Squad leader adn obtains a copy of the email sent by NCM. Ombudsman will address this with the BN CDR shortly.	RESOLUTION	10 AUG 12: Ombudsman meets with BN CDR on 8 Aug 12, to discuss updates on on Soldier cases Ombudsman is working on. BN CDR proceeds to inform Ombudsman that to the best of her knowledge, no contact was made from the WTB to Soldier's unit to inquire on his status, authority of Soldier being here in a NMA role, on behalf of his wife. Ombudsman passes this informaton to the Soldier, who is made aware that this case will now be closed.
97364	Active Army	Fort Hood	Complaint Against WTU Chain of Command	7/25/12	19 Jul 12- Feels he is being treated unfairly by Cof C.	RESOLUTION	20 Jul 12- Communicated with command to ensure Soldier was being allowed to clear and coordination for housing and DITY were being taken care of. Soldier is being denied trans lv and PTDY due to risk level.
97500	Army Reserve	Brooke Army Medical Center	Complaint Against WTU Chain of Command	7/27/12	7/25 She is a CPT and understands the fact that she has NCOs as LDRDHP, but she still feel the disrespect is not appropriate.	RESOLUTION	8/1 commander is going to talk to her as he had seen so of this and also had an understanding of the issues I brought to him. I also talked to him about several other things I had heard specific to this PSG and that they need to remeber that some things should not be allowed out for public knowledge.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
97506	Active Army	Fort Leonard Wood	Complaint Against WTU Chain of Command	7/27/12	27 Jul 12: WTU is revoking Soldiers on-post driving privileges for pseudo seizures. WTU is insisting he takes his civilian license to DMV and have it revoked.	RESOLUTION	27 Jul 12: Briefed Soldier on responsible COAs, and advised him to seek legal assistance upon getting the profile from his PCM revoking his on-post driving privileges. Soldier understands that he must live up to his obligation to report certain medical conditions and doctor's restrictions to the DMV IAW DOT rules and state law. Soldier is pleased with the outcome of his case.
97920	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	8/2/12	Complaint against squad leader	RESOLUTION	27 JULY 12: Spoke with the Soldier's company commander who stated he would speak with the squad leader and will move the Soldier to another platoon when he is released from the inpatient Behavioral Health ward.
97938	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	8/2/12	Soldier disagrees with counseling	RESOLUTION	2 AUG 12: I called and spoke with the Soldier's platoon sergeant who told me to tell the Soldier to not worry about the counseling because he had not been in trouble and was always accounted for. If the Soldier needs to speak with him further, he has an open door policy. But the Soldier does not have to worry about being REFRAD at this time. I called and informed the Soldier and he was happy and grateful for my assistance.
97990	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/3/12	8/1 The staff of PSG and SQD LDRs are causing undue stress, the manner in which they speak to them and the comments made are disturbing.	RESOLUTION	8/7 after talking to everyone, things seem to be better. He was just trying to stay positive and heal to move to a line company and out of here. His is doing better and will let me know if there are still issues.
98032	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	8/3/12	3 Aug 12: Soldier says his squad leader (SL) is picking on him for drinking Dr. Pepper as he walks around the PT track instead of water or Gator Aid.	RESOLUTION	6 Aug 12: Followed-up with the Soldier and explained leadership's responsibility to set the climate for promoting good health habits within the unit. Explained drinking Dr. Pepper as one walks around the PT track is not consistent with promoting good health. Conversely, explained drinking water or Gatorade is consistent with promoting good health. Told the Soldier that I do not think his SL was picking on him; he's merely doing his job and taking care of him. Drove home the following point: There has been a "changing of the guard" within the WTU, with change comes growth and new approaches to taking care of Soldiers. In closing, the Soldier is pleased with the outcome of his case.

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
98108	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	8/3/12	3 August 2012: The Soldier was instructed to move into the barracks immediately even though he is married, resides off post and receives BAH.	RESOLUTION	8 August 2012: The Soldier reported to housing and requested the ETP memo, but was informed that he didn't require any exception as he is married with children. The Commander was notified and no further action has been taken. The Soldier is satisfied with the outcome.
98270	Army Reserve	West Point	Complaint Against WTU Chain of Command	8/7/12	8/2/2012: Soldier has received an Article 15 for his living space being not within standards and he disagrees with this.	RESOLUTION	8/6/2012: I called and spoke with the Soldier about my workings with the WTU CoC. Although he still was upset he did understand. I informed the Soldier that if would like, he could go to TDS and get legal advice on how to fight the Article 15 as well.
98446	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	8/8/12	8 AUG 12: Ombudsman In-Processes Soldier and spouse and learns that they both have an issue with the Squad assigned to them. Soldier feels his medical condition was not taken into consideration and felt Squad Leader was rude to him and his wife. Spouse will provide a statement detailing her concerns, and upon receiving that statement, Ombudsman will address it with the 1SG of the Squad Leader.	RESOLUTION	9 AUG 12: After presenting Issue to 1SG, Ombudsman learns that issue is considered resolved by Soldier Apologizing to Solider. Soldier received apology and issue is considered closed.
98465	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	8/8/12	7 August 2012: Spouse of Soldier called to report that she is calling on the behalf of her husband who is currently in the ER being screened. (b)(6) (b) alleges that her husband was physically attacked by members from his Chain of Command.	RESOLUTION	8 August 2012: I followed up with (b)(6) this morning; according to (b)(6) she was able to visit with her husband. She asked about the ongoing investigation and I advised her to call the Commander. I provided (b)(6) with information pertaining to assistance if needed while she is in town. I informed her that she is welcome to call if she is in need of my assistance.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
98561	Active Army	Fort Sam Houston	Complaint Against WTU Chain of Command	8/9/12	9 Aug 12: Soldier complains of poor management of administrative actions by WTU Cadre. Soldier wants to point out administrative shortcomings.	RESOLUTION	Since today and Monday are training holidays I'll contact Soldier per (b)(6) recommendation
98606	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	8/9/12	9 Aug 12. Soldier came in to discuss concerns that he is having with his Squad Leader.	RESOLUTION	21 Aug 12. Soldier, Squad Leader, Platoon Sergeant and 1SG sat and discussed the situation. It boiled down to a communication issue. All has been resolved, Soldier is satisfied.
99095	Active Army	Fort Benning	Complaint Against WTU Chain of Command	8/15/12	SPC (b)(6) is requesting assistance in finding out the reason for his counseling statement.	RESOLUTION	16 August 2012: SPC (b)(6) is going to appeal the counseling. He is going to get a statement from his PCM to state that he is in a MEB and his medication is causing his weight gain. He will present this to the CDR.
99221	Army Retired	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/16/12	On 16 Aug 12 the Soldier said that she was counseled by her Squad Leader that she was not allowed to go on any WFSAC trips for 30 days per her unit CO as it was alleged that SM was involved in an incident that consisted of a lack of respect and intimidating behavior toward staff during a restaurant trip. The SM would like the counseling removed and wanted her story to be heard about "What really happened."	RESOLUTION	On 27 Aug 12 I again suggested to the Soldier that it would be a good gesture and a very positive indicator to the WFSC and her command if she apologized to the WFSC on the incident and for any other misconceptions they may have had about her. The SM adamantly said, "Why am I going to apologize? So they can hold something over me?" I told the SM it would show she is the "bigger person" in being the first to make peace by communicating in this way. The SM said she felt that there were "tones of bigotry" displayed by staff at the WFSC and said she "knew" the individuals and had seen this type of thing before. I told her that she was still allowed the use of the WFSC, but just not for trips, but the SM continued that she has her own car and can also get the use of a computer and print stuff elsewhere.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
99281	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	8/17/12	<p>17 Aug 2012: Rec'd the following email from the Soldier after we spoke on the Phone. My name is SPC (b)(6) (b)(6) and Per our phone conversation I just wanted to let you know of some of the issues I have been having at the WTU here in Fort Irwin. The 1st issue is regarding quarters. I suffer from chronic migraines and (b)(6) and I have them very frequent. My last migraine was 15 Aug. I went to the ER because my PCM was unavailable per my squad leader (SSG (b)(6) I was there for around 3 hours. My treatment was (b)(6) (b)(6) (b)(6) and 24 hours quarters. I informed my squad leader and he said the platoon sergeant (SFC (b)(6) wanted me to bring the quarters slip to them so that the commander</p>	RESOLUTION	27 Aug 2012: Soldier sent me an email stating her issues have been addressed by the Ft Irwin WTU CoC. Soldier thanked me for the help.
99294	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	8/17/12	<p>16 Aug 12 - Soldier's mother upset over observed treatment of her son by his COC.</p>	RESOLUTION	17 Aug 12 - LTC (b)(6) apologized to (b)(6) for what she went thru this week. He assured her he would look into her concerns and ensure that corrective action is taken and provide additional training to staff where appropriate. He assured her he would move PFC (b)(6) when he comes off his CON LV. He explained to the Soldier what to expect when they make the move to move him to a new company.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
99382	Active Army	Fort Jackson	Complaint Against WTU Chain of Command	8/20/12	On 17 Aug 12, SPC (b)(6) requested to see me regarding her request to go home over the weekend (North Carolina) being denied by the WTU 1SG (acting 1SG, MSG (b)(6))	RESOLUTION	On 24 Oct 12, I spoke with SPC (b)(6) and told her that the WTU commander was back from emergency leave. We could discussed with the WTU commander the particulars of her situation but it would be up to him to make the final discision. However, SPC (b)(6) explained that she is in the process of going on emergency leave because her grandfather passed away. We will revisit this issue when she returns from emergency leave.
99555	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	8/21/12	21 AUG 12: Soldier meets with Ombudsman to address issue concerning NCM. Soldier states that there are are 3 referrals in the system for the same medical concern, but as of this writing there is no appt for this issue. Soldier states at least of the referrals has been in since 3 Aug, by his PCM. Ombudsman will discuss this issue with the Soldier's PCM.	RESOLUTION	24 SEP 12: Meeting with BN CDR never took place due to no response from Soldier after repeated phone calls. Case will be closed due to no response from Soldier. Squad leader was informed.
99634	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	8/22/12	NCM will not sign off on pass	RESOLUTION	14 AUG 12: Called and spoke with the company commander and 1SG and explained the Soldier's request. They contacted the NCM and reluctantly, she signed off on the pass but stated she would not sign off on any other passes of this nature because the Soldier's first mission is to heal and attend all appointments. I called and told the Soldier that his pass was approved through Monday, 20 Aug 12. He thanked me for my assistance.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
99832	Active Army	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	8/23/12	23 Aug 2012: On 22 Aug Soldier came to my office and stated she did not understand why the WTU CoC would not allow her to get dental implant surgery. I then asked the Soldier when the Dental work was to start, she stated she had pre-op on 7 Aug 12 and surgery 15 Aug 2012 but was cancelled by her NCM .I asked the Soldier if the CoC new of this, she stated that she told her NCM but the NCM said she never told her. I then asked why she was denied, the Soldier stated that her NCM felt it would be a health risk because at the time the NCM thought the Soldier had a blood clot. The Soldier said she received a CT scan and no clot was found. I then asked the Soldier was she in the MEB process she stated no because the WTU CoC is trying to transfer her to CBWTU-FL, because she is trying to get	RESOLUTION	17 Sep 2012: Soldier returned back from 2 weeks of leave. Asked the Soldier if she got with the Navy Dentist, the Soldier stated she did. Soldier thanked me for the advise.
99891	Active Army	Fort Hood	Complaint Against WTU Chain of Command	8/23/12	10 Aug 12, Not being allowed to use Open Door policy.	RESOLUTION	10 Aug 12, Ombudsman and Soldier met with 1SG (b)(6) after formation. Ombudsman express concerns about junior leadership not allowing Soldier to come see him. 1SG explained that he will address issue with leadership at next formation and outline OPD policy. Soldier was able to address his initial concern at that time and was informed by 1SG that he needed to get with his PCM. So his civilian recommended limitations could be reviewed and added to his profile. Soldier to meet with PCM on Monday.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
99964	Active Army	Fort George G. Meade	Complaint Against WTU Chain of Command	8/24/12	17 August 12- soldier complains that his Platoon Sergeant is "bugging" him and his family, while he is on "permissive TDY".	RESOLUTION	23 Aug- spoke w/ SFG (b) He reported that everything is OK ,things are settled. ***on a separate note- soldier spouse attended the spouse support group that meets at the WTU trailer on Wednesday's. I also refer her to ACS to take advantage of resources offered to the families Company Commander took corrective action.
100022	Army Retired	Fort Riley	Complaint Against WTU Chain of Command	8/24/12	Tuesday, 21 August 2012 Issue: LTC (b)(6) asked me to set up a meeting between him and LTC (b)(6) the WTB BN CDR. (b)(6) wants to discuss various leadership and cadre concerns with the BC. LTC (b)(6) and I met for approximately 90 minutes.	RESOLUTION	I met with LTC (b)(6) after the High-Risk meeting. He reported that he will meet with LTC (b)(6) all I have to do is to book the meeting with his secretary, the SQL or PLT SGT does not have to attend. I explained the aforementioned guidance to LTC (b)(6) He does not want me to book a meeting with the BC just yet. I asked him to please let me know when he wants me to book the appointment. I most recently met with LTC (b)(6) on 21 September 2012.
100084	Active Army	Fort Hood	Complaint Against WTU Chain of Command	8/24/12	13 Aug 12- being told by leadership to "go find a job" and he is assigned as cadre at WTB	RESOLUTION	21 Aug 12- Referred to BDE CSM with no results so referred to IG.
100105	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	8/24/12	17 AUG 12--SSG (b)(6) presented to the office reporting that his after months of an approved duty schedule, he is being advised that he will have to change his schedule.	RESOLUTION	1 OCT 12--I conducted a follow up call to SSG (b)(6) and he reported that he met with the new company commander, CPT (b)(6) SSG (b)(6) is now required to report everyday and check in with his PSG NLT 0730. SSG (b)(6) is concerned that with the requirement to be at the WTB, he can't use the time to complete repairs to his home as apart of his transition.
100105	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	8/24/12	17 AUG 12--SSG (b)(6) presented to the office reporting that his after months of an approved duty schedule, he is being advised that he will have to change his schedule.	RESOLUTION	24 SEP 12--I conducted a follow up call to SSG (b)(6) to inquire if the team had met to further discuss his schedule. SSG (b)(6) reports that as of to date, he is still on the original abbreviated schedul and no time has been set to meet with the Commander..

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
100416	Active Army	Fort Hood	Complaint Against WTU Chain of Command	8/28/12	15 Aug 12 - Soldier states COC is denying her the opportunity to go to training. Master Resilience Training course	RESOLUTION	15 Aug 12 - Soldier was denied attendance to the course because at this point, it is not known if she will be found fit for duty or receive a medical discharge from the Army.
100723	Army Reserve	Fort Benning	Complaint Against WTU Chain of Command	8/31/12	30 Aug 12: SM has a Complaint against the CoC.	RESOLUTION	6 Sep 12: Soldier returned to my office and stated that the company commander initiated an Art-15 on her. She stated that the CSM never got back with her and she feel that he is not looking out for the Soldiers. I again informed her that her issue non medical and I have no control over the CoC issues. She thanked me for my advice and said she is going back to see the IG. I wished her the best. End of issue.
100994	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	9/5/12	5 September 2012: The Soldier's mother contacted this office about concerns that her son is being forced by his CoC to sign a sworn statement about losing equipment while deployed.	RESOLUTION	5 September 2012: Notified the mother about this process and to explain what was being processed. The Family Member was satisfied with the outcome.
101043	Army Reserve	Fort Benning	Complaint Against WTU Chain of Command	9/6/12	Soldier alleges she is being harassed by COC	RESOLUTION	13 September 2012: I was informed today that SGT (b)(6) went to BMACH yesterday. She was given 48 hours quarters. She is due back to work on 17 September 2012. I was also informed that SGT (b)(6) MEB ratings were received today. (b)(6) (b)(6) Action Officer, will close this issue due to lack of cooperation from SGT (b)(6)

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
101149	Army Retired	Fort Riley	Complaint Against WTU Chain of Command	9/7/12	Tuesday morning, 04 September 2012 Issue: LTC (b)(6) reported that as of this morning, all WTUs are not allowed past the lobby area of the company building without signing in with the specific reason for the visit and showing an ID card. LTC (b)(6) asked me to find out why this is happening.	RESOLUTION	04 September 2012: I met with 1LT (b)(6) the B Company XO. He reported that the new rules are due to a very recent specific, credible threat made by a soldier in B Company, so the changes are not permanent. I then met with (b)(6) I explained what I learned from 1LT (b)(6) (b)(6) was perfectly okay with the new security precautions after that. (b)(6) stops by my office to vent a minimum of twice a week.
101173	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	9/7/12	Friday, 07 September 2012 Issue: (b)(6) stated: "Nobody wants to help us." She reported that she wants to have her husband transferred to a different platoon.	RESOLUTION	03 October 2012: "I have a problem with my Chain of Command." SSG (b)(6) stopped me in the SFAC to tell me that he had a problem with his leadership. As we were talking, LTC (b)(6) (WTFB BN CDR) walked by, so I asked him to come over to speak with me and the soldier. I explained to the BC that SSG (b)(6) had some concerns with his leadership that he would like to have addressed immediately. LTC (b)(6) told SSG (b)(6) to wait for him here at the SFAC that he would meet with him after the promotion ceremony which was being held a few feet away. SSG (b)(6) said that he would do so. After the promotion ceremony, SSG (b)(6) was not there. I went to the company area to look for him. I met with SSG (b)(6) one of the SQLs in the platoon. I explained to him what had happened, that the soldier had an opportunity to have his concerns addressed by the BC, but then left, despite the BC ordering him to stand fast until the promotion ceremony was over. 10 October 2012: I met with SSG (b)(6) He told me that the reason he chose not to stand fast and wait to meet with the BC last week as ordered by the BC was because he had "an appointment."

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
101199	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	9/7/12	8.1.12 Request to meet with WTB Bn Surgeon	RESOLUTION	8.10.12 Meeting confirmed to meet with WTB Bn Surgeon, LTC (b)(6). The meeting was attended by SGT (b)(6) his spouse (b)(6) and the Ombudsman. Additional diagnostic studies have been ordered (X-ray and MRI); and there is a process where the NCM follow-up with (b)(6) weekly either by telephone or email (approved by SGT (b)(6)).
101302	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	9/10/12	10-Sep-12: Soldier complaining about excessive room inspections.	RESOLUTION	11-Sep-12: Ombudsman provided Soldier with Rule 312, 313 of MCM. Spoke with Soldier in detail about why the C2 has the right and concern to conduct inspections. Asked Soldier if he would like that I address concern with C2. Soldier declined and is satisfied with outcome.
101503	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	9/11/12	4 Sep 12- numerous issues he feels chain of command has not dealt with his issues	RESOLUTION	6 Sep 12- Soldier met with Co and BN CDR and feels things are going better.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
101583	Active Army	Fort Hood	Complaint Against WTU Chain of Command	9/12/12	25 July 12, Request to see Hospital commander under Open Door Policy.	RESOLUTION	<p>2 Aug 12, 1600 hrs Soldier and spouse finally able to meet with Hospiatl commander. Commander spoke with Soldier at great detail about the current situation and what he had the authority to do are not do. It was eventually determined that he would get (b)(6) from legal to contact Fort Riley SMCA to find out what actions had been taken. Secondly, he could not make any decisions until the Soldier returned form school and had a chance to talk with him to get his side. Commander also questioned Soldier on if she was getting care to deal with her issue and if she really felt she could continue to work as a PGS affectively with the event that taking place in her life at this time. SFC (b)(6) stated YES to all and that working with the WTU Soldiers has been therapy for her. Col (b)(6) stated that he would get back with Soldier and her COC once he got a chance to talk with Soldier and get more legal guidance on what could or could not be done under his leadership. 10 Sep 12, Ombudsman finally notified by Hospital commander that Male Soldier has been reassigned to another unit on Fort Hood. Ombudsman contact Soldier who was briefed by Hospital commander two weeks ago on final outcome and she is supportive of COA.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
101741	Veteran	Fort Bragg	Complaint Against WTU Chain of Command	9/13/12	13 Sep 12: Soldier request assistance with with meeting with COL (b)(6) (CDR, WAMC) to discuss some concerns he has about events that took place earlier this week.	RESOLUTION	13 Sep 12: Received email from LTC (b)(6) stating Soldier dropped off orders on 11 SEP and was not going to get an extension per WTC, COL (b)(6). This decision was reversed by COL (b)(6) on 11 SEP and Soldier was granted an extension to 11 OCT 12. By that time Soldier was cleared and poised to leave the Army. Soldier had an appointment to speak to COL (b)(6) last month about an issue and chose not to show up, at which time LTC (b)(6) was directed by COL (b)(6) to escort Soldier should he get another appointment. So, before Ombudsman arrange a time to see the MTF Commander, please let LTC (b)(6) know so he can arrange to escort Soldier to COL (b)(6) office. LTC (b)(6) have a promotion from 1000-1100, a luncheon from 1200-1300 and a calendar scrub from 1500-1530 tomorrow (14 Sep 12). Monday LTC (b)(6) is open after 1300. Looking at COL (b)(6) calendar, 0900-1000 on the 18th and 0930-1030 on the 20th are open. Ombudsman spoke with (b)(6) (WAMC CDR, admin assist) and Soldier was tentative schedule for 18 Sep 0930 hrs. Ombudsman spoke with Soldier and Soldier is available on the 18 Sep 12. Ombudsman email LTC (b)(6) for approval of date and time. Received email from LTC (b)(6) stating 0930 on the 18th is good to go. He will make sure Soldier is there for his appointment with COL (b)(6). Soldier briefed.
101900	Army Reserve	Fort Knox	Complaint Against WTU Chain of Command	9/17/12	Soldier/Spouse allege s COC insensitive to medical needs	RESOLUTION	19-Sep-12: Ombudsman received HT & WT memo from Soldier. Memo is standard memo sent to provider to verify if Soldier is cleared to participate in weight control and exercise program. PCP marked on memo that he is not medically cleared to participate in a weight control and exercise program. The Soldier has a permanent medical condition that requires referral to a medical evaluation board. Soldier also has a memo from his civilian gastroenterology provider exempting him from AR 600-9. Soldier informed that SQD LDR was removed from assignment for other reason.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
102171	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	9/19/12	19 September 2012: Soldier reports that he is being harassed by his Platoon Sergeant.	RESOLUTION	21 September 2012: The Soldier and his Platoon Sergeant met regarding the situation; the Soldier was asked to report to the clinic for a profile and the Platoon Sergeant explained the importance of uniformity during company formations. The Soldier reports that he understands but expressed that he would not have had a problem if the Platoon Sergeant would have addressed the issue in private; nevertheless the Chain of Command reports that they will continue to work with the Soldier to ensure he does not have another cold weather injury.
102175	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	9/19/12	19 Sep 12: Soldier alleges harassment by Chain of Command.	RESOLUTION	9/24 this case has been explained to the HOTLINE and to the MAG, it can not at this time be investigated for this as there are pending article 138 charges filed by the Soldier and the Hospital CSM verified they are at the Region. There is also a 15-6 investigation and a congressional level complaint filed.
102195	Active Army	Fort Hood	Complaint Against WTU Chain of Command	9/20/12	13 Sep 12 - Soldier states his COC has told him he is getting an ART.15	RESOLUTION	20 Sep 12 - Ombudsman contacted LTC (b)(6) BN CDR after Soldier reported he'd requested to see him thru sqd lrd or plt ldr and still no action. LTC (b)(6) stated he'd see the sqd ldr and plt sgt first, but would then see the Soldier.
102243	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	9/20/12	20 SEP 2012: Soldier states on Thursdays B co WTB will not allow Soldiers to go on sick call.	RESOLUTION	20 SEP 2012: called Soldier and relayed information from 1SG and he has no further issues at this time.
102273	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	9/20/12	20 September 2012: The Soldier was directed by his CoC to surrender all civilian clothing upon arrival to HHC.	RESOLUTION	20 September 2012: The Soldier voiced understanding and was satisfied with the outcome.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
102308	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	9/20/12	20 September 2012: The Soldier is pending REFRAD and is being directed to return to his HS via plane, but instead wants to drive his POV. The Soldiers commander insists that he is not authorized to have a POV while in the WTU (HHC).	RESOLUTION	24 September 2012: The Battalion Commander agreed to allow the Soldier to depart via POV upon departure. The Soldier was notified and was satisfied with the outcome.
102325	Active Army	Fort Carson	Complaint Against WTU Chain of Command	9/21/12	6 Sep 12, Command requested my involvement on SPC (b)(6) behalf for alleged abuse of authority by WTU, Company C2 against the Soldier; by denying leave for her son to care for his wife after her surgery on (b)(6) (Mom's) behalf .	RESOLUTION	12 Sep 12, I updated (b)(6) by the Soldier's consent and made a plan to follow up with the Soldier and his Family as needed during his remote care.
102326	Active Army	Fort Carson	Complaint Against WTU Chain of Command	9/21/12	6 Sep 12, SGT (b)(6) requested assistance in removing all flags from his record.	RESOLUTION	12 Sep 12, I updated the Soldier and made a plan to follow up with the Soldier and his Family as needed during his remote care.
102458	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	9/24/12	21 September 2012: The Soldier was directed to relocate his boat and trailer from the barracks parking lot, but there is a two month wait for on-post storage availability.	RESOLUTION	24 September 2012: The Soldier was granted a one week extension and was able to make arrangements for storage. He was satisfied with the outcome.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
102835	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	9/27/12	BARRACKS ASSIGNMENT	RESOLUTION	16 OCT 12: Closing the Soldier's case because he has not returned with a date of a meeting with the NCM and members of the WTU command in addition to not expressing any issues with not being moved to a first floor room. If the Soldier should return with a date for a meeting with the NCM and other members of the WTB or if he still has problems with his accommodations, I will reopen the case.
102845	Army National Guard	Fort Eustis	Complaint Against WTU Chain of Command	9/27/12	SGM (b)(6) states that she is being harrassed by her Platoon SGT and has not received a retirement award after 38 years of service.	RESOLUTION	25 Sep 12: I spoke with SFC (b)(6) and (b)(6) of HR. Per SFC (b)(6) An award was submitted for SGM (b)(6) we wanted to do an LOM but did not have the needed substantiating documents, I repeatedly asked her for past NCOERs. She is upset that she is not getting an LOM. SSG (b)(6) has been tasked to pick up the equipment (phone and laptop) and he will do so tomorrow afternoon, he will call ahead of time so that she is prepared. I was not able to reach SFC (b)(6) (b)(6) (b)(6) stated that SGM (b)(6) did get recieve and MSM as a retirement award. SGM is not satisfied with the MSM.
102850	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	9/27/12	27 September 2012: The Soldier is requesting leave and is being denied because the commander has a "no leave policy" in effect for HHC (WTB).	RESOLUTION	28 September 2012: The WTB Commander reconsidered the Soldiers leave request and approved his leave request. The Soldier was notified and was satisfied with the outcome.
103192	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	10/2/12	1 Oct 12, (b)(6) wanted to inform me that her husband has been enduring horrible treatment in HHC Co and SSG (b)(6) called her a bitch.	RESOLUTION	19 Oct 12, I spoke with the (b)(6) and let them know about my discussion with the command and they were satisfied with the results.
103304	Active Army	Fort Hood	Complaint Against WTU Chain of Command	10/3/12	17 Sep 12 - Soldier states her COC has not signed off on her CON LV that was recommended by the Civilian provider.	RESOLUTION	18 Sep 12 - CPT (b)(6) Commander was working to get the Soldier seen by her PCM to review the request for CON LV.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
104121	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	10/11/12	3 Oct 12, Soldier feels company COC is using retaliatory measures against her.	RESOLUTION	10 Oct 12, Ombudsman contact COL (b)(6) who stated he was supporting the commander's decision to disapprove trip due to not having medical action plan in place in case Soldier starts having problems. Ombudsman contact Soldier who was upset and felt that the command was wrong for not allowing her to go on trip and was considering doing a congressional.
104137	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	10/11/12	11 October 2012: Soldier reports that he is being harassed by his Chain of Command; according to the Soldier he was asked to come in today with his quarters slip after having minor surgery. The Soldier reports that he had to wait for his Spouse take off from work to bring him to the company.	RESOLUTION	11 October 2012: I informed the Soldier that his Chain of Command would speak with him once he returns to works. The Soldier was instructed to report to the Chain of Command once his quarters have ended. The Soldier thanked me for speaking to his Chain of Command.
104185	Army National Guard	Tripler Army Medical Center	Complaint Against WTU Chain of Command	10/11/12	10 OCT 12 - Soldier states he has received negative performance counselings for lateness/missed appointments that were beyond his control due to medication side effects. He is asking for Ombudsman representation at his scrimmage meeting this afternoon.	RESOLUTION	10 OCT 12 - Based on input from the WTB M2, the Soldier will take his medications earlier in the evening allowing more time to sleep. Until he adjusts, the SDNCO will ensure he is awake in time for 0800 formation and his squad leader will assist him to manage his appointment schedule. The Soldier was thankful for the representation provided. Issue resolved.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
104254	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	10/12/12	12 Oct 12, SSG (b)(6) has made a complaint against Bravo Company, XO, that he stop him from seeing the Company Command thru the open door policy, and tried to belittle him as a NCO and intimidate him to change his mind about asking for an exception to policy about staying in the barrack.	RESOLUTION	22 Oct 12, Spoke with SSG (b)(6) and he was very pleased with the results of the issue.
104272	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	10/12/12	5 Oct 12: Soldier and caregiver requested assistance with issues with the company chain of command.	RESOLUTION	12 Oct 12: Received email from LTC (b)(6) stating As long as all Soldiers' issues are covered in his counseling, Soldier doesn't have to do a sworn statement. Soldier brief.
104273	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	10/12/12	09 Oct 12: Soldier requested assistance with his chain of command conducting a command directed safety inspection of his off-post house.	RESOLUTION	11 Oct 12: Met with Soldier and caregiver to hear a recording of their conversation with CPT (b)(6) Per recording; someone speaking stated the home inspection was not lead by medical but command. Spoke with CPT (b)(6) JAG, WAMC) and stated Soldier concern. CPT (b)(6) stated; Soldier must give permission for anyone to enter their home. Email LTC (b)(6) CPT (b)(6) response. Soldier briefed.
104299	Army National Guard	Tripler Army Medical Center	Complaint Against WTU Chain of Command	10/12/12	12 OCT 12 - Soldier is concerned that the WTB C2 is going to remove him from the program for noncompliance. He is asking for Ombudsman advocacy to help him remain in the program.	RESOLUTION	16 OCT 12 - The WTB C2 was able to show documentation that the Soldier has missed numerous medical appointments with little or no excuse. Despite this, they will affording him another opportunity to prove he can conduct himself IAW WTC Policy Memo 11-003, paragraph 5d (attached). The SOLDIER understands he must improve and will make every effort to do so. He was thankful for the assistance provided and will contact me with future problems or concerns. Issue resolved.
104379	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	10/15/12	9 Oct 12- Soldier feels he is being treated unfairly by Cof Cmd	RESOLUTION	12 Oct 12- Command agreed to give Soldier normal clearing time of 5 days for Soldier living in barracks.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
104491	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	10/16/12	10.16.12 Request assistance with Barracks Inspection Policy	RESOLUTION	10.17.12 During the meeting which was already scheduled with the Hospital Command Sergeant Major. I informed him the concern from LTC (b)(6) during a Barracks "inspection/walk-thru". LTC (b)(6) stated he is concerned about the process in which this was done...he understands there is a need to ensure soldiers are living to a "Standard" but infringing on someone's privacy is an issue and concern. I informed LTC (b)(6) that I would inform our Lead Ombudsman.
104560	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	10/17/12	On 17 Oct 12 Soldier said that he did not want his CO to continue pursuing UCMJ on him especially when his Behavioral Health and Social Worker have told CO SM's actions were due to his BH illness.	RESOLUTION	On 1 Nov 12 I met with the Soldier's Chain of Command and Social Worker at the TRIAD meeting. His CO said that even before SM was transferred to the Company he was told by the HHC 1SG that they had received notice that SM was arrested for having an open container of alcohol in his POV. CO continued that he did not demote SM because this incident occurred before SM got to Alpha Company. The Social Worker and NCM acknowledged that although SM was currently "Black", on his Risk Assessment who said the SM was still compliant and behavior was improved. Also confirmed that he has an appointment with Social Work and other appointments regarding him which will help him to process for the MEB sooner than later. I informed SM about this.
104629	Active Army	Fort Benning	Complaint Against WTU Chain of Command	10/17/12	17 Oct 12: SM has a Chain of Command concern.	RESOLUTION	26 Oct 12: I spoke with SM and inquired about her pass/leave issue. She stated that her husband is here at Fort Benning now and she did not have to take the pass. She thanked me for the follow up call and for my advice. End of issue.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
104925	Active Army	Fort Riley	Complaint Against WTU Chain of Command	10/22/12	<p>02 October 2012 at 1620 hours Issue: (b)(6) AW2, asked me for assistance with SGT (b)(6). She reported that he he made statements against his Platoon Sergeant that concerned her.</p>	RESOLUTION	<p>Wednesday, 03 October 2012: I met with CPT (b)(6) the CO. I met with SFC (b)(6) CPT (b)(6) reported: Last night, after SGT (b)(6) met with the LCMSW, he escalated his threats against his platoon sergeant. The MPs were called due to the threats. Once SGT (b)(6) met with the MPs and realized that command was not going to tolerate his behavior, and CPT (b)(6) reminded him that his actions could cause him to leave the Army with a lower rank than he came in with, SGT (b)(6) regained his military bearing and settled down. CPT (b)(6) had him stay in the barracks overnight. CPT (b)(6) reported that he will send the soldier back out on leave soon, so he can be back with his wife again.</p>
104936	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	10/22/12	<p>Wednesday, 10 October 2012 Issue: (b)(6) SFC (b)(6) NCM, asked me to find any written policies that state that a soldier can never go back on Remote Care or back into CBWTU after he or she has been pulled out of CBWTU back to the WTB. She reported that SFC (b)(6) is lobbying to be allowed to go back to CBWTU-Utah or Remote Care. SFC (b)(6) is returning home to Utah on leave soon as he has to appear in court regarding the two restraining orders against him.</p>	RESOLUTION	<p>I met with CPT (b)(6) the B Company Commander. The CO reported that he will not support sending the soldier back on CBWTU, especially with the pending family court case/restraining order, and the recent suicide gesture at the PX. I also met with LTC (b)(6) the WTB Battalion Commander, who concurred with CPT (b)(6). I met with the NCM to update her. I meet with SFC (b)(6) at least once every week. He is aware that going back to CBWTU is no longer on the table. He continues not to see how his own behavior created and perpetuates the current state of affairs.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
104975	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	10/22/12	Monday, 22 October 2012 Issue: "I'm being harassed." Note: SFC (b)(6) made it very clear that she wants to be officially anon. She does not want me to contact anyone on her behalf.	RESOLUTION	13 November 2012: I met with SFC (b)(6) No present concerns to report.
105094	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	10/23/12	Soldier told by C2 to return to Fort Knox or he will be missing from ranks.	RESOLUTION	26-Oct-12: Unit has extended Soldier thru 29-Oct-12. Soldier has acknowledge extension and will report on Monday. Soldier satisfied.
105466	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	10/26/12	18 Oct 2012, Soldier states that she was not getting support from the WTU.	RESOLUTION	18 OCT 2012, After talking with SSG (b)(6) I called the WTU Acting First Sergeant, SFC (b)(6) and spoke with him about the soldier's issue. He informed me that himself and the Squad Leader would contact the soldier and work something out to aid her. SSG (b)(6) was satisfied with the results and the assistance she received
105617	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	10/30/12	On 30 Oct 12 Soldier called and said his CO imposed a NCO (No Contact Order) for 72 hours.	RESOLUTION	On 28 Nov 12 I checked again with the Soldier's Chain of Command and then called SM and his wife on the terms of the "No Contact Order". The CO considered in the best interest was to support the "No Contact Order" for now and provided paperwork for the SM. The CO also said they were making sure the SM's wife received help and counseling for her issues. The SM was continuing with counseling, therapy and BH appointments to help him and SL said he needed to consider his dependents and others instead of just himself in matters.
105934	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/2/12	25 Oct 12- Soldier states she was denied ODP by command	RESOLUTION	29 Oct 12- Seen by Bn CDR and very pleased with outcome of meeting.
106360	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/8/12	30 Oct 12- Various issues that chain of command failed to provide support on	RESOLUTION	5 Nov 12- Motorcycle request was reinstated and unit is reviewing procedures to ensure this does not happen again.
106392	Active Army	Fort Drum	Complaint Against WTU Chain of Command	11/8/12	8NOV12: Soldier was removed from promotion list	RESOLUTION	14NOV12: All questions were addressed and answered. Soldier is satisfied. Issue resolved

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
106435	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/8/12	2 Nov 12- Soldier being treated unfairly by chain of command	RESOLUTION	5 Nov 12- Soldier given room in barracks and appt to see BDE CSM regarding her concerns. Conv Lv was not approved by command based on her risk level and concerns about needing to be observed.
106492	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	11/9/12	11/1 Soldier feels her command is out to destroy her and not allow her the medical care needed.	RESOLUTION	11/9 Soldier is happier after she sat with the CDR, she said all was reinstated.
106563	Active Army	Fort Carson	Complaint Against WTU Chain of Command	11/9/12	06 Nov 2012; Request assistance with mistreatment at the Fort Bliss WTU.	RESOLUTION	06 Nov 2012; I contacted both SM and his NCM and told them that my fellow Ombie would make the Commander aware of this. They were very thankful.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
106742	Army National Guard	Brooke Army Medical Center	Complaint Against WTU Chain of Command	11/14/12	13 Nov 2012; Soldiers stated that his C2 was insensitive to his family situation. Soldier stated that he was informed by his Squad leader that he was being recommended for Article 15 by his squad leader because he went home to assist his mother who is blind. Soldier stated that he explained to his squad leader that he was the only child taking care of his mother. Soldier stated that he explained the same thing to the first Sergeant and he was told to continue on with his transition. I spoke to the Soldiers Platoon Sergeant and he stated that he was recommending the Soldiers for an article 15 for failing to obey a Lawful order. I explained to the Platoon Sergeant it was just a miscommunication, The Soldier understood that it was ok to go home and take care of his mother. Soldiers stated it	RESOLUTION	20 Nov 2012: The Soldiers Commander is allowing him to out process. i presented the C2 with the facts of the incidents, and they unanimously agreed that the Soldier was put in a very tough situation and his instruction was not clear. The S1 assisted me in expeditiously issuing the Soldiers orders and the Soldier is out processing
106776	Active Army	Fort Carson	Complaint Against WTU Chain of Command	11/14/12	09 Nov 2012: Requesting assistance with WTU CoC complaint (leave on hold due to medical condition).	RESOLUTION	13 Nov 2012: SM's CoC will once again engage with him and consult with his treatment team to see if there is still a chance that he can travel. Based on medical experts recommendations and observation is how the CoC will reconsider this leave request. CoC will meet with SM to discuss their concern.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
106862	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/15/12	15 Nov 12, Platoon leadership violating profile.	RESOLUTION	15 Nov 12, Ombudsman provided copy of P3 profile to Soldier and recommended that he turn copy in to his leadership. If he is focus to do activity that goes against profile after providing it to his leadership. The he is to get in touch with this office and we will address issue with Company level leadership. Ombudsman contact information provided to Soldier. SGT (b)(6) was very thankful for all information provided by this office and the opportunity to get stuff off his chest.
106882	Army Reserve	Fort George G. Meade	Complaint Against WTU Chain of Command	11/15/12	14 Nov 12 - soldier requests assistance with approval of a "4 days pass".	RESOLUTION	15 Nov 12 - spoke w/ SFC (b)(6) (PLT SGT) after the morning formation (b)(6) started his 4 days pass today. PLT SGT met w/ soldier yesterday at the EOD. He assisted soldier w/ meeting part of the training requirement. PLT SGT was very effective w/his approach.
107000	Army Reserve	Fort Carson	Complaint Against WTU Chain of Command	11/16/12	13 Nov 2012: Requesting assistance with medical status (MEB, CBWTU, remote care).	RESOLUTION	16 Nov 2012; I met with (b)(6) once again to close the loop and see if she wanted me to contact the SM to notify him about him now being in the MEB. (b)(6) asks to please let her be the one to give him the news. Request has been granted. I'm sure that SM will be delighted to her about his medical decision and status.
107006	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/16/12	14 Nov 12- Soldier reports that his chain of command is violating his profile	RESOLUTION	14 Nov 12- CDR states this will not happen again and to let her know if there are any other incidents. She will address incident with SLs.
107065	Army Retired	Fort Riley	Complaint Against WTU Chain of Command	11/19/12	Wednesday, 14 November 2012: Issue: This was the angriest that I have seen LTC (b)(6) He reported that he feels that he is getting treated dismissively by (b)(6) the WRMC IG, in regards to the concerns brought up in the 15-6 report. (b)(6) reported that he will go to his media contacts (I have verified that he does indeed have media contacts) this week if he is not taken seriously.	RESOLUTION	13 December 2012: (b)(6) reported that he recently spoke to (b)(6) (b)(6) He reported that he plans to contact (b)(6) soon. He reported that he is holding off on contacting the media.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
107082	Active Army	Fort Riley	Complaint Against WTU Chain of Command	11/19/12	13 November 2012: Issues: 1. SSG (b)(6) requested assistance in obtaining a copy of the 15-6 investigation against him that took place at his former unit (b)(6) (b)(6) 2. Wanted to know if his flag for overweight is valid as his meds may contribute to weight gain. 3. Is upset because his new company commander may be pulling him off of de facto remote care. 4. Wants to know how one goes about filing a Congressional Inquiry, as he plans to file a Congressional against his former unit.	RESOLUTION	Monday, 03 December 2012. I met with SSG (b)(6) He reported that the 1SG called a meeting with all of the SQL and PLT SGTs. He reported that he is no longer having problems with 4-days passes or with snide comments from SSG (b)(6) and SSG (b)(6). I am working with SSG (b)(6) on other issues.
107204	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	11/20/12	20 November 2012: The Soldier claims that he is unable to transfer due to pending UCMJ Action.	RESOLUTION	21 November 2012: The CoC submitted a packet for legal review which is pending return. The packet is expected to be completed within the 7-10 days. The Soldier was informed and wants to transfer ASAP and believes he should transfer because his profile was expired.
107323	Army Reserve	Fort Knox	Complaint Against WTU Chain of Command	11/21/12	Complaint against CoC. See attachment. WSFH Intake Form.	RESOLUTION	28-Nov-12: Soldier given authorized travel days per JFTR.
107337	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	11/21/12	21 November 2012: The Soldier is having issues regarding his inprocessing as he completed a PCS move from OCONUS to process through the IDES.	RESOLUTION	21 November 2012: The First Sergeant acknowledged that he had newly assigned Squad Leaders and that the issue would be resolved. The Soldier will inprocess the installation as he is being PCS'd to Ft. Bliss to initiate the IDES process. The Soldier was notified and is satisfied with the outcome.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
107371	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/23/12	23 NOV 12: Soldier reassigned to C CO WTU from HHC but states he should be on convalescent leave not inprocessing into another unit.	RESOLUTION	23 NOV 12: Ombudsman had Soldier take paperwork from his provider to C CO CDR. Soldier was placed on Con lv. HHC and C CO CDR communicated with their NCMs about this case to ensure this does not happen again. Soldier should have remained in HHC until all con lv was given according to C CO CDR.
107412	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	11/26/12	21 November 2012: The Soldier presents with questions about the Battalion Leave and Pass Policy.	RESOLUTION	21 November 2012: The Soldier voiced understanding and was approved for the holiday Travel Pass. He was satisfied with the outcome.
107701	Active Army	Fort Jackson	Complaint Against WTU Chain of Command	11/28/12	26 Nov 12, Soldier feels that he was unfairly counseled and subsequently recommended for UCMJ.	RESOLUTION	On 27 Nov 12, SFC (b)(6) agreed to counsel SGT (b)(6) again on his expectations and the rules and procedures of the WTU. From that point forward SGT (b)(6) would be held accountable for his infractions. He would not be recommended for UCMJ. I informed SGT (b)(6) and his spouse of the course of actions and they agreed that this was a satisfactory course of action.
108366	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	12/6/12	SOLDIER WOULD LIKE HIS PASS EXTENDED	RESOLUTION	3 DEC 12: I spoke with 1SG (b)(6) and he stated that the Soldier's pass ended on 2 Dec and since the Soldier is at home sick and he thinks the medications will prevent him from arriving back to Gordon safely, he will give the Soldier Monday off and start his leave on Tuesday, 4 Dec and he can sign the leave form when he returns. Called and informed the Soldier.
108406	Active Army	Fort Hood	Complaint Against WTU Chain of Command	12/7/12	27 Nov 12, Soldier trying to clear barracks.	RESOLUTION	27 Nov 12, (b)(6) came back to room to inspect with PSG, Soldier and Ombudsman present. Room cleared at this time and key turned in by Soldier.
108423	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	12/7/12	11.28.12 Request assistance with WRMC IG SAV Visit Communication	RESOLUTION	11.29.12 Spoke with (b)(6) that he did attend the WRMC IG Session for families and it my understanding he had a lot to say about the WTB and how his wife has been treated since she arrived.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
108475	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	12/7/12	Issue 4 Dec 12: Soldier requested assistance with the tone in which MAJ (b)(6) (Sr CM) used when addressing Soldier about signing MEB packet.	RESOLUTION	5 Dec 12: Received email from LTC (b)(6) stating Soldier has been found unfit for duty IAW AR 600-50. The next step in the process is for Soldier to sign his MEB so it can be further processed. MAJ (b)(6) gave Soldier a lawful order in the discharge of his duties as his NCM. Soldier has two choices: sign the MEB or face UCMJ. As to MAJ (b)(6) tone, he will ask CPT (b)(6) to look into that piece. Soldier was brief and referred to IG. Soldier contacted NARMC IG and asked Ombudsman to speak with IG. Ombudsman spoke with IG. Received email from IG requesting more information. Ombudsman replied to email. Ombudsman email LTC (b)(6) (C, DODH) and asked if a Soldier is found unfit and is being process for the MEB, is Soldier signature required for the process to begin or can a memorandum be put in place stating Soldier refused to sign. Received email from LTC (b)(6) No need for either- it is not the SM "decision" as to whether MEB is initiated. It will proceed with or without his/her concurrence. Forward email to LTC (b)(6) Received email from COL (b)(6) (NARMC IG) stating If Ombudsman have further contact with Soldier, please reassure him that he is required to present himself if and when ordered to do so. If he was directed to report somewhere this afternoon, then he should comply with that order until told otherwise. As for the other matters, please ask the Soldier to either contact his Nurse Case Manager for clarification or he can call back to my office. Soldier briefed. Received email from LTC (b)(6) thanking Ombudsman for information and wanted to know if Soldier mention paperwork he owed his NCM? Ombudsman replied no.
109064	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	12/14/12	INEFFECTIVENESS OF COMMAND	RESOLUTION	26 DEC 12-Spoke with CSM (b)(6) and relayed the Soldier's concerns to him. He was appreciative and stated he would look into the Soldier's concerns and ensure the matter does not recur in the future with the Soldier or with other Soldiers.
109068	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	12/14/12	SOLDIER FEELS COUNSELING WAS NOT NECESSARY	RESOLUTION	14 DEC 12: Soldier received the profile that specified when he could take his medications. Suggested that he ensure it's clear to the command so there won't be any misunderstanding.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
109169	Army National Guard	Brooke Army Medical Center	Complaint Against WTU Chain of Command	12/17/12	17 Dec 2012 Soldier stated that his Squad leader called him on the phone and cursed him out. Soldier stated that this happen on more than on occasion.	RESOLUTION	19 Dec 2012: I spoke with the Soldiers C2: the squad leader was verbally reprimanded by his C2 for his conduct, The squad leaders Commander requested that he reframe from using fowl language when speaking to his Soldiers. The Soldier was informed of the action taken, he was very satisfied.
109383	Active Army	Fort Riley	Complaint Against WTU Chain of Command	12/18/12	SGT (b)(6) telephoned upset that he was told by the command team that he is required to return to Fort Riley and that he is no longer permitted to remain home on PCSH.	RESOLUTION	-----Original Message----- From: (b)(6) CIV US USA MEDCOM IACH Sent: Monday, November 26, 2012 9:14 AM To: (b)(6) CIV USA MEDCOM IACH Cc: (b)(6) SSG MIL USA MEDCOM IACH; (b)(6) CPT NG USA; (b)(6) CIV USA Subject: RE: (b)(6) UNCLASSIFIED) Classification: UNCLASSIFIED Caveats: NONE Hello (b)(6) Team; I just got off the phone with SGT (b)(6) I explained to him that in the meeting with CPT (b)(6) the plan remains the same in that he will return to Fort Riley and that CPT (b)(6) will work with him regarding taking approved leave and/or 3-4 day passes. I further explained to him that "no" this is not a punishment, but the commands attempt to maintain accountability of his Soldiers and that for all the Soldier's that were not on official remote care/PCSH were required to return to Fort Riley. He should be here today. (b)(6)
109512	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	12/20/12	20 DEC 2012: Soldier needs help with both PCM and squad leader being vindictive and unprofessional.	RESOLUTION	28 JAN 2013: Follow up with Soldier reveals that he has communicated with his squad leader and PCM and that things had gotten better. He is currently on emergency leave and has signed his 199 soclose to leaving. Soldier has no further issues at this time.
109553	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	12/20/12	12.20.12 Request assistance with Chain of Command harrassment	RESOLUTION	2.11.13 After multiple attempts to schedule a time for the Soldier to come in; and rescheduled appt times I have not heard back from the Soldier to discuss in detail this issue. I will re-open the issue should the SOLDier contact the Ombudsman for assistance

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
109609	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	12/21/12	20 Dec 12. SFC (b)(6) came in to discuss some the issues that he has encountered since he began his pcs from Germany to the Fort Campbell WTB.	RESOLUTION	21 Dec 12. Soldier and spouse came back to see me, and apologized for what his wife thought was rude behavior when they were in earlier in the morning. I explained that it was fine, that I understand his frustration. He was very calm at hat point. I spoke with the Soldier NCM this am 2 Jan 13, there have been no issues.
109708	Active Army	Fort Hood	Complaint Against WTU Chain of Command	12/26/12	Co CDR is not allowing him to clear and he starts transition leave in 2 days.	RESOLUTION	18 Dec 12- Advised Bn CDR and Soldier was allowed to finish clearing and begin transition leave.
109726	Active Army	Fort Hood	Complaint Against WTU Chain of Command	12/26/12	21 Dec 12- Soldier states CDR will not extend her transition lv to accommodate the fact that she still does not have orders and is to be out of Army in 2 work days.	RESOLUTION	21 Dec- After BN CDR got involved, the transition leave was delayed and Soldier leave processed immediately. Awaiting meeting with BDE CDR to discuss recurring issues with Co CDR.
109739	Active Army	Fort Hood	Complaint Against WTU Chain of Command	12/26/12	21 Nov 12: Soldier applied for IMR waiting on decision from board	RESOLUTION	21 Nov 12: Soldier is waiting on determination from board for a re-look. Provider wrote letter to board for a re-look. case at the MEB level.

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
109769	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	12/26/12	12.26.12 No unit orientation, WTB Staff rude and unavailable when told to call for assistance	RESOLUTION	12.27.12 Responde from WTB CSM: (b)(6) I discussed the below with HHC this morning. Of course, HHC's story is different than what the Soldiers shared with you. Nevertheless, I would encourage you to refer any Soldiers with similar issues to either 1SG (b)(6) 1LT (b)(6) or myself. You are free to provide my phone number to Soldiers as you see fit. Office: (b)(6) and bb: (b)(6). Otherwise, I am going to discuss the below situation with the SFAC as well. If they are not available on weekends and holidays, then there should be something like providing my Staff Duty or the HHC with rental car vouchers and other types of resources that would be provided by SFAC on weekdays, etc. Finally, you know that we have a Staff Duty posted round the clock. They can and will always assist our Soldiers with everything from orientation to getting a hold of chain of command to transportation, etc. I'm not making light of what any of the Soldiers that you met with had to say, but if I'd been involved in this same conversation I would have had to ask if they took the time to go to the Staff Duty NCO and asked for help. Thanks again for bringing these Soldiers' concerns to my attention. CSM (b)(6)

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
109770	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	12/26/12	12.26.12 No unit orientation, WTB Staff rude and unavailable when told to call for assistance	RESOLUTION	12.27.12 Response from WTB CSM: (b)(6) I discussed the below with HHC this morning. Of course, HHC's story is different than what the Soldiers shared with you. Nevertheless, I would encourage you to refer any Soldiers with similar issues to either 1SG (b)(6) 1LT (b)(6) or myself. You are free to provide my phone number to Soldiers as you see fit. Office: (b)(6) and bb: (b)(6). Otherwise, I am going to discuss the below situation with the SFAC as well. If they are not available on weekends and holidays, then there should be something like providing my Staff Duty or the HHC with rental car vouchers and other types of resources that would be provided by SFAC on weekdays, etc. Finally, you know that we have a Staff Duty posted round the clock. They can and will always assist our Soldiers with everything from orientation to getting a hold of chain of command to transportation, etc. I'm not making light of what any of the Soldiers that you met with had to say, but if I'd been involved in this same conversation I would have had to ask if they took the time to go to the Staff Duty NCO and asked for help. Thanks again for bringing these Soldiers' concerns to my attention. CSM (b)(6)
109857	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	12/27/12	27 December 2012: The Soldier is complaining that the duty roster is being managed inappropriately and that Soldiers are being placed on CQ and Duty Driver at random without using a DA Form 6.	RESOLUTION	28 December 2012: The WTB CSM agreed to address the issue. The Soldier was notified and was satisfied with the outcome.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
109872	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	12/27/12	12.27.12 No unit orientation, WTB Staff rude and unavailable when told to call for assistance	RESOLUTION	12.27.12 Response from WTB CSM: (b)(6) discussed the below with HHC this morning. Of course, HHC's story is different than what the Soldiers shared with you. Nevertheless, I would encourage you to refer any Soldiers with similar issues to either 1SG (b)(6) 1LT (b)(6) or myself. You are free to provide my phone number to Soldiers as you see fit. Office: (b)(6) and bb: (b)(6) Otherwise, I am going to discuss the below situation with the SFAC as well. If they are not available on weekends and holidays, then there should be something like providing my Staff Duty or the HHC with rental car vouchers and other types of resources that would be provided by SFAC on weekdays, etc. Finally, you know that we have a Staff Duty posted round the clock. They can and will always assist our Soldiers with everything from orientation to getting a hold of chain of command to transportation, etc. I'm not making light of what any of the Soldiers that you met with had to say, but if I'd been involved in this same conversation I would have had to ask if they took the time to go to the Staff Duty NCO and asked for help. Thanks again for bringing these Soldiers' concerns to my attention. CSM (b)(6)
109911	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	12/28/12	28 Dec 12: Soldier received a negative counseling that he states contains inaccurate information.	RESOLUTION	28 Dec 12: Issue closed by Ombie but will follow up as needed.
109942	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	12/28/12	28 Dec 12: Soldier alleges CoC is unsupportive.	RESOLUTION	8 Jan 13: Per SPC (b)(6) She is working with SL to complete AER documentation: Leadership will review packet to ensure it is complete and supporting documents are attached; Soldier has been made aware of meeting with WTB Cdr upon his return from TDY.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
110148	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	1/3/13	MOTHER WAS NOT SATISFIED WITH ASSISTANCE FROM THE WTU CHAIN OF COMMAND	RESOLUTION	27 DEC 12: Sent (b)(6) an email updating her on the conversation me and commander had and cc'd (b)(6) I told her that the commander would be happy to assist her but prefers to do this via telephone so he can get a clear understanding of her concerns. I stated I would be happy to be the liaison between her and the commander if she prefers.
110258	Active Army	Fort Leonard Wood	Complaint Against WTU Chain of Command	1/4/13	3 JAN 13: Soldier says the WTU confiscated his POWs with justification. He says he's not high risk. He says he wants his POWs back for home protection and hunting.	RESOLUTION	25 Jan 25: Spoke with the WTU 1SG about the Soldier (b)(6) (b)(6) (b)(6) now residing in the WTU barracks. His risk assessment level is "high risk." We (WTU 1SG and I) agreed that the Soldier will likely get his weapons back at a later date, once he's well and no longer considered "high risk." In closing, after considering the facts, I've chosen to close this case without following up with the Soldier; this is in his best interest and the Army's best interest. Will follow up on case as it requires additional evaluation.
110266	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	1/4/13	4 JAN 13: Soldier and Spouse request assistance with getting information to the Spouse in reference to the Soldier admin requirements to the unit. Spouse states that she is providing all the care and support for her husband. Therefore, she needs to be included in his admin responsibility to the unit.	RESOLUTION	8 JAN 13: OMB received a follow up message from the Soldier's 1SG and CO that they had made contact with the Soldier and his Spouse. The discussion went well and they both exchange ideas on how to improve the communication between the couple and the unit.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
110365	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	1/7/13	1.7.13 Request assistance with "Hazing" from Chain of Command	RESOLUTION	2.26.13 Met with Company Commander, CPT (b)(6) and 1SG (b)(6) regarding SPC (b)(6) allegations against the NCOs in her Platoon. Both the CO and 1SG were concerned and the CO stated she is very aware what happened to the MOU and it was not due to the Soldier. CPT (b)(6) stated she still has voice messages on the blackberry from the IRS Supervisor to the previous Commander asking what was the status of SPC (b)(6) Both the 1SG and CO state with will be addressed and put a stop to the inappropriate treatment of the Soldier.
110435	Army Retired	Fort Sam Houston	Complaint Against WTU Chain of Command	1/8/13	8 Jan 2013: Soldier stated that she is being ordered to pull duty and she is not physically capable because of her chronic medical condition (b)(6) (b)(6)	RESOLUTION	8 Jan 2013: I spoke with the Platoon Sergeant that prepares the duty roster and she agreed to change her duty. She stated that in order to exempt the Soldier from the duty she would need a statement from her PCM. I spoke with the Soldiers PCM he stated that he would provide me with the statement so she would no longer have to pull duty. I notified the Soldier she was very relieved

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
110511	Active Army	Fort Stewart	Complaint Against WTU Chain of Command	1/9/13	Soldier alleges improper processing for permission to move request (PMR) BY CoC.	RESOLUTION	Ombudsman (b)(6) spoke with the WTB Commander in reference to this Soldier issue and was informed that the Fort Stewart WTB disapproved this Soldier request to transfer to CBWTU (b)(6). This was base on the WTC Consolidated Guidances, which was stated in the action report above. Soldier was informed that he can request an exception to policy to the Higher Command WTC for approval or disapproval (Soldier can persue this matter further, that's his righth, he can let the system work). As far as the Fort Stewart WTB Chain of Command, M2, and Ombudsman side, this matter is closed at this level. Ombudsman informed Soldier if he have any other questions in reference to this, I would be happy to assist him in anyway with the WTC Consolidated Guidance.
110684	Army Reserve	Fort Jackson	Complaint Against WTU Chain of Command	1/10/13	On 8 Jan 13, SGT (b)(6) came to see regarding several issues he was having in the WTU. SGT (b)(6) feels that he is being singled out by his PSG. He states that he is being made to move our the the single soldiers complex because he is receiving BAH with dep, he has been placed on sole provider and must pick up medication everyday and that his PSG questions his every move.	RESOLUTION	On 10 Jan 13, I spoke with SGT (b)(6) about the issue which he had brought to me. I explained to SGT (b)(6) the workings of BAH and barracks space. Informed him that the pharmacy had been made aware of his issues and that they were currently working on his medication reconciliation so that he would not need to pick med refills everyday. Lastly, I informed him when SFC (b)(6) returned from leave the issue of harassment would be dealt with. SGT (b)(6) was pleased with the outcome.
110707	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	1/10/13	10 Jan 12: Soldier alleged that he and other Soldiers have told SSG (b)(6) things on numerous occasions, and SSG (b)(6) denies knowledge of issue or being told anything.	RESOLUTION	17 Jan 13: Followed up with the Soldier and informed him that his PSG address his issue with his SL, and she pledged to address and reemphasize the principles of leading and caring for Soldiers to all of her subordinate leaders. In closing, the Soldier stated that he's happy with the outcome of his case.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
110937	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	1/14/13	9 JAN 2013: Soldier feels COC is out to get him.	RESOLUTION	11 JAN 2013: Soldier has received orders and is no longer in the Army.
110947	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	1/14/13	7 JAN 2013: Soldier needs help seeing WTB commander through open door policy.	RESOLUTION	8 JAN 2013: Myself and the LTC (b)(6) had a meeting with LTC (b)(6) (WTB Commander) reference CPT (b)(6) LTC (b)(6) feels that CPT (b)(6) was very unprofessional toward him and was disrespectful to him as a senior officer. They discussed incident and LTC (b)(6) promised he would address problem and speak to CPT (b)(6) LTC (b)(6) was satisfied with the outcome of meeting and has no further issues at this time.
111035	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	1/15/13	14 Jan 13- CDR denied surgery because he is in medical board	RESOLUTION	14 Jan 13- Soldier scheduled to see DCCS on 22 Jan to appeal decision of Command
111125	Active Army	Fort Hood	Complaint Against WTU Chain of Command	1/16/13	15 JAN 13: Soldier states that her PSG lied to her by stating that her NCM said the Soldier needed to be available every afternoon which would effect the times she wanted to go to school. Soldier states morale of Charlie Company not the same since 1SG (b)(6) left.	RESOLUTION	16 JAN 13: Ombudsman gave Soldier some advice on how to approach the situation with her 1SG. Soldier states that she has been having problems with this PSG for a while and that when she tried to use the open door policy to see the 1SG her PSG was allowed to come in with her. The Soldier stated she did not say anything when that happened. Ombudsman advised Soldier to make the request known that she wanted to see the 1SG without her PSG and if she was unable to do so to contact her and the Ombudsman will contact the command.
111268	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	1/17/13	15 Jan 2013: Soldier came for assistance with regarding WTU processing and orders to CBWTU.	RESOLUTION	17 Jan 2013: Soldier was advised since his CBWTU is on the Brigade Commanders desk for a few days. I advised the soldier give it a few more days. Then I will call to follow-up soldier seemed satisfied.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
111335	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	1/17/13	16 Jan 13: Soldier expressed displeasure w/inconsistency with WTU policies and how rules are selectively applied, such as some Soldiers make formations and others do as they please.	RESOLUTION	18 Jan 13: Followed up with Soldier and noted that similar comments were made at the WTU Townhall Meeting, which he was present at and heard himself. As previously mentioned, COL (b)(6) assured Soldiers that the issue would be addressed. The Patient Advocate and I prepared comments and sent them to the MTF command team and WTU command team (see attachment). In closing, the Soldier stated that he's confident that the issue is being addressed, and he's happy with the outcome of his case.
111440	Active Army	Fort Riley	Complaint Against WTU Chain of Command	1/22/13	08 January 2013: Issue: SSG (b)(6) reported continued problems with two WTB squad leaders, SSG (b)(6) and SSG (b)(6) SSG (b)(6) would like to be transferred to a different platoon.	RESOLUTION	I met with CPT (b)(6) twice and with 1SG (b)(6) once on this issue. CPT (b)(6) agreed to move the soldier to a different platoon upon receiving guidance from (b)(6) WRMC IG. SSG (b)(6) is satisfied with this resolution. I met with him this am (4 March 2013). The transfer is still pending as command has not yet decided where to move him.
111442	Active Army	Fort Riley	Complaint Against WTU Chain of Command	1/22/13	08 January 2013: Issue: SSG (b)(6) wanted me to ask CPT (b)(6) to hold a sensing session with 1st platoon soldiers due to concerns with SSG (b)(6) SSG (b)(6) and SFC (b)(6) collective leadership.	RESOLUTION	CPT (b)(6) held the sensing session with the members of 4th platoon on Tuesday, 22 January 2013. SSG (b)(6) is satisfied with this resolution.
111718	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	1/24/13	23 January 2013: The Soldier reports that the WTB Commander made inappropriate comments about the Soldier which may have resulted in violation of HIPAA.	RESOLUTION	23 January 2013: The Soldier voiced understanding and will consider meeting with the HIPAA POC. The Soldier was satisfied with the outcome.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
111765	Army Reserve	Fort Benning	Complaint Against WTU Chain of Command	1/24/13	24.Jan 13: Soldier aleges poor care by.WTU.CoC.	RESOLUTION	29.Jan 13: I address the SM complaint against WTU.CoC with M2 and C2 personnel. See comment after each allegation. 1. Soldier alleges that the WTU.CoC to include PCM and NCM are overwhelmed and just want to REFRAD her.. The SM was cleared to REFRAD in regard to her hand pain, which is the medical reason for her being in the WTB. 2. Soldier states that other Soldiers are experiencing poor care too.. Medical staff stated that MAJ (b)(6) should concentrate on her own medical issues and advise the other Soldiers to come forward with their concerns so they can be addressed individually. 3. Soldier alleges that she has had to schedule and reschedule her own appointments and that her NCM did not know who her Mental Health Counselor was.. NCM supervisor stated that she will address the issue with the that specific NCM. 4. Soldier also stated that she was not supported by CoC when she sought out reeducation to a linear job.. BN commander met with SM and listened to her concerns.. BN commander allegedly told SM that she supported the advice form her medical advisors. SM feel that the commander was not supportive to her situation. 5. Soldier stated her ability to heal is being impeded by the WTU.Triad.. I could not get any evidence to support this statement. SM was informed of this information.. End of issue.
111947	Army Reserve	Brooke Army Medical Center	Complaint Against WTU Chain of Command	1/28/13	1/15 Soldier feels his squad leader is not treating him fairly.	RESOLUTION	Soldier is happy for MEB and not REFRAD. He says he understand what I told him about TBI but is not happy. He also understands about letting his wife handle her issues and he his. I am not sure he really understands it.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
112093	Active Army	Fort Leonard Wood	Complaint Against WTU Chain of Command	1/29/13	28 Jan 13: Soldier says his PSG authorized him to cancel his ASAP appointment because he received a job interview that he wanted to attend. Now his SL told him that he's receiving a counseling statement because only the WTU Cdr and 1SG can authorize the cancellation of appointments.	RESOLUTION	29 Jan 13: Followed up with the Soldier and informed him that his PSG spoke with the 1SG about his issue, and the 1SG directed that he (Soldier) NOT receive a counseling statement. I informed the Soldier that he need to follow the WTU policy regarding to cancellation of appointments -- the Cdr or 1SG are the only ones that can authorize cancellation of appointments. In closing, the Soldier stated that he resolution significantly relieved his level of stress, and he's happy with the outcome of his case.
112151	Active Army	Fort Hood	Complaint Against WTU Chain of Command	1/29/13	29 Jan 13: Soldier alleges WTU CofC is insensitive to his medical needs	RESOLUTION	30 Jan 13- Bn Surgeon is reviewing his care. Soldier will continue to be required to report (call in) when unable to be physically present for formation to comply with accountability policy.
112184	Other	Fort Jackson	Complaint Against WTU Chain of Command	1/29/13	On 29 Jan 13, I received an anonymous voice mail stating that the WTU 1SG, 1SG (b)(6) (b)(6) was having inappropriate relationships (sleeping together) with several female soldiers in the WTU.	RESOLUTION	29 Jan 13 - I updated the WTU Commander on the series of events and ensured that the caller had the IG's phone number.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
112861	Active Army	Fort Stewart	Complaint Against WTU Chain of Command	2/6/13	Date 6 Feb 2013, Soldier would like any assistance from the Ombudsman in reference to constant unfair behavior from his Cadre staff threats like ART-15, counseling, and relief from the WTB program. Despite this Soldier's physical injuries; this issue started with this Soldier attending alternate PT as a privilege that now is subject to being revoked. Soldier stated that his alternate PT was approved by the Chain of Command, because of his medical condition.	RESOLUTION	Date 27 Feb 2013, This Soldier's First Sergeant stated to the Ombudsman that the meeting went well and that both NCOs will try to work together. The First Sergeant also stated that no UCMJ was imposed; but the Chain of Command will keep a close watch on this Soldier's behavior and his attitude.
112883	Active Army	Fort Hood	Complaint Against WTU Chain of Command	2/6/13	4 Feb 2013: Soldier is in WTU Cadre came for assistance regarding WTU COC.	RESOLUTION	6 Feb 2013: Soldier was advised to see her WTU Commander regarding her WTU assignment. Soldier prefers to be assigned to WTU in San Antonio. Soldier also advised to see the Bn Commander then the Brigade Commander to get resolved.
112895	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	2/6/13	Thursday, 17 January 2013 Issue: LTC (b)(6) reported that his WTB NCO Cadre wrote unprofessional things against him on his CTP.	RESOLUTION	LTC (b)(6) did not want me to escalate the CTP statements further. Please also see the other open issues for this Soldier.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
113008	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	2/7/13	7 Feb 13: Soldier alleged that he informed his PSG, SFC (b)(6) that he has appointments, and his PSG cussed at him and told him to attend mandatory unit training.	RESOLUTION	7 Feb 13: Followed up with the Soldier and informed him that I spoke with the WTU, and the 1SG said he has training. I instructed the Soldier to see the WTU 1SG if he has questions. The WTU 1SG addressed the fowl language issue with SFC (b)(6) and instructed him not to cuss or use fowl language. I subsequently linked the Soldier up with the 1SG via cell phone, so the 1SG could hear the Soldier's side of the story. After speaking with the Soldier, the 1SG instructed the Soldier to make his appointment. In closing, the Soldier is pleased with the outcome of his case.
113068	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	2/7/13	30 Jan 2013: SM came for assistance regarding being denied being placed in the CBWTU.	RESOLUTION	7 Feb 2013: SM was advised that he should first use his chain of Command to address the issue until resolved. SM should see Company Commander, MA (b)(6) BN Commander BDE Commander and ultimately MTF Commander.
113354	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	2/11/13	Wednesday, 06 February 2013 Issue 2: Soldier reported that he is not being treated fairly by the A Co. Commander and by the WTB Battalion Commander and by the acting WTB BN CSM.	RESOLUTION	29 April 2013: I called SGT (b)(6) to follow up with him. I left a message on his voicemail. ... 14 May 2013: I called SGT (b)(6) to follow up with him. I left a message on his voicemail.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
113354	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	2/11/13	Wednesday, 06 February 2013 Issue 2: Soldier reported that he is not being treated fairly by the A Co. Commander and by the WTB Battalion Commander and by the acting WTB BN CSM.	RESOLUTION	29 April 2013: I called SGT (b)(6) to follow up with him. I left a message on his voicemail. 14 May 2013: I called SGT (b)(6) to follow up with him. I left a message on his voicemail. 28 May 2013: Email this am from the WTB Battalion Finance Chief: -----Original Message----- From: (b)(6) CIV (US) Sent: Tuesday, May 28, 2013 11:39 AM To: (b)(6) (b)(6) CIV USARMY MEDCOM HQ (US) Subject: RE: SGT (b)(6) (b)(6) Garnishment Issue (UNCLASSIFIED) Classification: UNCLASSIFIEDCaveats: NONE That was for his alimony that was set up by the state. That has been stopped and the Soldier is paying child support. I cannot see if the Soldier got the overpayment back or not. There is nothing in the system that shows me that. Usually if an overpayment has accorded with either child support or alimony that money is returned by the state directly. p..... As of 28/05/2013, SGT (b)(6) has not returned any of my calls or voicemail messages.
113371	Army Retired	Fort Riley	Complaint Against WTU Chain of Command	2/11/13	Friday afternoon, 8 February 2013 Issue (b)(6) reported that 1LT (b)(6) (WT) told him that the Company Commander said to him [1LT (b)(6)] that he [the CO] is giving a LTC an Article 15 because he [presumably (b)(6)] "won't play ball."	RESOLUTION	I met with (b)(6) I explained what I learned from CPT (b)(6) LTC (b)(6) likes CPT (b)(6) so he was satisfied with that resolution. I am in contact with (b)(6) every single day.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
113374	Active Army	Fort Riley	Complaint Against WTU Chain of Command	2/11/13	<p>Monday, 11 February 2013</p> <p>Issue 4. Soldier wants a rehab transfer to A Company WTB.</p> <p>Issue 5: Soldier stated, "I get dirty looks from the Commander and the 1SG. I'm being singled out for no apparent reason."</p>	RESOLUTION	<p>I met with the Company Commander, CPT (b)(6) three times. I met with the soldier's NCM twice. I met with the soldier's Squad Leader once. His team reported that SPC (b)(6) wife is due to give birth at any moment. They reported that the soldier and (b)(6) wife reside on post. They reported that Mrs. (b)(6) does not have a driver's licence and does not have a GED or high-school diploma. Command reported that permission for the trip was denied because the soldier needs to stay home with his wife in case she goes in to labor, and because the soldier failed tape. His team reported that the soldier is an exceedingly inaccurate historian and has been non-compliant with medications and medical treatment since he arrived at the WTB. CPT (b)(6) reported that SPC (b)(6) has been consistently medically non-compliant since his arrival at the WTB (May 2011, AHLTA records verify an extensive history of non-compliance with medications and medical treatment). He reported that the soldier and his wife are also a FAP case and that the MPs were recently called to their on-post residence again. He reported that the soldier has a long, well-documented, history of being an extremely inaccurate historian. He reported that the soldier continues to fail tape. I printed out a copy of all of the regulations pertaining to, and referenced in, AR 600-8-22, para. 4-6 through 4-8. I gave the soldier a copy of AR 621-5, para. 3-1 and 3-2, para 5-7 (tuition assistance vis a vis overweight flag). I gave a copy of the above references to SPC (b)(6) on 13 March 2013. SPC (b)(6) started retirement transition leave on 15 March 2013.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
113377	Active Army	Fort Riley	Complaint Against WTU Chain of Command	2/11/13	Monday, 11 February 2013 Issue 1: Soldier states that the B Company Commander denied him permission to attend an SFAC outing after duty hours (Bill Cosby concert) this coming Saturday because the soldier failed to make weight or tape.	RESOLUTION	His team reported that SPC (b)(6) wife is due to give birth at any moment. They reported that the Soldier and his (b)(6) (b)(6) wife reside on post. They reported that Mrs. (b)(6) does not have a driver's licence and does not have a GED or high-school diploma. Command reported that permission for the trip was denied because the Soldier needs to stay home with his wife in case she goes in to labor, and because the Soldier failed tape. His team reported that the Soldier is an exceedingly inaccurate historian and has been non-compliant with medications and medical treatment since he arrived at the WTB. See also the other issues for this Soldier. I met with the soldier very briefly on 13/03. Soldier is now on transition retirement leave.
113398	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	2/11/13	6 Feb 13- Soldier upset with treatment from chain of command regarding his orders and REFRAID situation.	RESOLUTION	8 Feb 13- After much discussion and inquiries by ombudsman, revocation was forwarded to MEDCOM/HRC for decision. Advised Soldier to continue to clear while awaiting approval. Advised Chain of command of the concerns over this process and lack of efficiency and treatment of Soldier.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
113459	Active Army	Fort Hood	Complaint Against WTU Chain of Command	2/11/13	28 Jan 13, Chain Command not allowing Soldier to take leave prior to clearing and command trying to dictate time medication is taken.	RESOLUTION	28 Jan 13, Ombudsman spoke with Soldier at great detail and explained the following (1) That the way he was trying to take his leave would not allow him to go out to his exit date. Soldier could not take leave for the requested days and then come back and set in the WTU for over a month and a half. That a Soldier is given a window not to exceed 90 day to separate once they hit TRANSPOC. The installation will then factor in the number of days required to clear, authorize PTDY and use of accrued leave to come up with actual exit date. Ombudsman provided copy of ALARACT 185/2007 Transition leave process for AC/RC in Medical holdover status. (2) As for the commander dictating what time he needs to take his meds. The commander could not do that. But what he is telling the Soldier is based off of his profile recommendation for a set amount continuous sleep window and the time unit is requiring the Soldier to report for first formation. The recommended time to take his meds would would allow the Soldier time to report without still being under the influence of the medication. Secondly, if he missed formation due to over sleeping because he took meds at a later time. The command may not be supportive and chose UCMJ. Soldier was very supportive and thankful for all information provided.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
113656	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	2/12/13	Ssg (b)(6) requests assistance with moving on the first floor after she receives a medical procedure.	RESOLUTION	7 Feb 13: I spoke with the Commander and her Nurse Case Manager. The Commander stated that this would not be an issue and that he would take care of this. SSG (b)(6) is satisfied with the answer. 15 Feb 13: SSG (b)(6) stated that she did stay on the first floor (b)(6) and is satisfied with the answer however, she states that she feels reprisal for coming to the Ombudsman. She intended to bring this issue to the MG May at the Townhall Meeting. The Hospital Commander approached her about her concerns in the health center and she stated that she would like to bring the issues to the Ombudsman first. I made an appointment for her to speak with the 1SG on his Open Door Policy for 6 Mar 13. She discussed all of her concerns with the 1SG and was very satisfied with the meeting.
113673	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	2/12/13	2.11.13 Chain of Command is not tracking WTB Soldier PFC (b)(6) incorrect information disseminated in weekly Triad	RESOLUTION	2.20.13 (b)(6) notified me that she was very hopeful after speaking to the MAMC CSM (b)(6) but the next day her son and her trust was betrayed by Dr (b)(6) when he sent a Physician to her son's room for the IMR which she had been informed had been rescheduled. Then she states she still has not heard from the Company Commander, or 1SG...and finally her son was told by his Squad Leader he is being reassigned to another company. No reason given...she states both her and her son feel this is retaliation because she has spoken up for her son. (b)(6) (see attached) informed me she has sent the attached letter to Senator Murray, Sec Army, LTG Horoho and CG WTC. She is more than upset, and extremely disappointed how her son and their family have been treated by the WTB.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
113966	Active Army	Fort Hood	Complaint Against WTU Chain of Command	2/15/13	8 Feb 2013: Soldier came for assistance regarding her promotion date and not receiving back pay.	RESOLUTION	15 Feb 2013: Soldier met writer at WTU BDE S-1 to discuss promotion with staff. I ask staff did they have AAA-117 Commander promotion selection for AUG & Sept 12. Aug 12 report did not have soldiers name circled indicating Commander did not select SM for promotion in Aug. Rather Sept report had SM name circled in Sept indicating she was promoted correctly to E-4 in Sept. Soldier understood that she was promoted correctly and was not due back pay.
114002	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	2/15/13	Soldier feels he is being harrassed by his squad leader	RESOLUTION	7 FEB 13: Reluctantly, the squad leader approved the Soldier's pass but he stated that the Soldier has to call him at least twice a day while on pass because he's high risk (he will reiterate this to the Soldier when he comes to sign his pass) and if there are future outbursts or poor performance in the future, he will not recommend approval of any other passes. I called and informed the Soldier of the squad leader's decisions and he said he would comply because it was important that he gets to spend quality time with his family.
114063	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	2/15/13	14 FEB 13--This is an ongoing situation. SFC (b)(6) is dissatisfied with the chain of command and what he reports as profile violations of Soldiers assigned to the WTB. He reports that Soldiers that are on "no 24 hour duty or rotating shift" profiles are being scheduled to pull CQ duty and are forced to not take their medication for fear that they may sleep on duty or be accused of being intoxicated.	RESOLUTION	14 FEB 13--This is an ongoing situation. SFC (b)(6) is dissatisfied with the chain of command and what he reports as profile violations of Soldiers assigned to the WTB. He reports that Soldiers that are on "no 24 hour duty or rotating shift" profiles are being scheduled to pull CQ duty and are forced to not take their medication for fear that they may sleep on duty or be accused of being intoxicated. SFC (b)(6) admitted to not knowing the specifics of the Soldiers profile. I advised SFC (b)(6) to have the Soldiers whose profiles are being violated to report to my office and I would address each case with the command team, if that's the request of the SM. SFC (b)(6) has retired (MEB process) and departed the FT Riley WTB on 9 MAR 13. To date, no one has presented to the office to report profile violations.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
114064	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	2/15/13	14 FEB 13--SFC (b)(6) presented to the office reporting that he is being punished for speaking out about profile violations of Soldiers that are required to pull CQ duties against the recommendations of their profiles. He states that he was initially exempted from the duty roster, and because he spoke out, he has been added to the duty roster and is scheduled for CQ duty on 14 FEB 13, which is in violation of his profile.	RESOLUTION	14 FEB 13--SFC (b)(6) presented to the office reporting that he is being punished for speaking out about profile violations of Soldiers that are required to pull CQ duties against the recommendations of their profiles. He states that he was initially exempted from the duty roster, and because he spoke out, he has been added to the duty roster and is scheduled for CQ duty on 14 FEB 13, which is in violation of his profile. I met with 1SG (b)(6) and he informed me that he has spoken with SFC (b)(6) regarding CQ duties and his profile, he had also spoken with the PCM, (b)(6) who reported that SFC (b)(6) profile does not excludes him from CQ duties (CQ duties are scheduled for 12 hour shifts and a sleep room is made available to the Warriors, for which the alternate if needed). SFC (b)(6) was not pleased with the decision.
114068	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	2/15/13	14 February 2013: The Soldier is being considered for being dismissed from the WTB for non-compliance regarding medical appointments.	RESOLUTION	6 March 2013: The CoC and TOL agreed to this plan of action. The Soldier was reconsidered by the TOL and will remain at the Ft. Bliss WTB for continued care. The Soldier was notified and was satisfied with the outcome.
114414	Active Army	Fort Hood	Complaint Against WTU Chain of Command	2/21/13	14 Feb 13- Soldier reports unprofessional conduct of Company CDR in WTB	RESOLUTION	19 Feb 13- Soldier discussed concerns with BN CDR on open door policy and requested to also see BDE CDR.
114656	Active Army	Fort Drum	Complaint Against WTU Chain of Command	2/25/13	22 Feb 13 Soldier reports that he has asked to moonlight while in the WTU and was told no.	RESOLUTION	25 Feb 13 Following meeting Soldier agreed that this issue was resolved. He did not want to continue with further discussion. closed resolved.
114657	Active Army	Fort Drum	Complaint Against WTU Chain of Command	2/25/13	22 Feb 13 Soldier reports that he is in the zone to compete for Maj and would like a OER but the COC told him no.	RESOLUTION	7 March 13 Soldier reports that he had received the answer from the BC reference to a OER the. the BN commander and the LTC that (b)(6) is working for decided that a substandard OER would not benefit the soldier in any way. Soldier agreed. and is focused forward on a career after the Army. case closed resolved.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
114796	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	2/26/13	25 Feb 2013: Soldier came in for assistance regarding WTU COC.	RESOLUTION	25 Feb 2013: Soldier never contacted me or SM never returned my call at the outcome that was discussed between SM and LTC (b)(6)
114902	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	2/27/13	25 Feb 13: SFC (b)(6) request asst w/C2's decision to suspend driving privileges.	RESOLUTION	28 Feb 13: Received the following feedback from CPT (b)(6) via email: "SFC (b)(6) driving privileges have been reinstated as of 0900 this morning based on a discussion I had with WAMC Legal (b)(6) yesterday afternoon. However, I did tell her that should she feel any symptoms that impair her ability to drive safely, she must notify her squad leader immediately for alternate transportation. The SM had no questions and agreed with my statement. I believe this issue to be resolved" SFC (b)(6) Confirmed driving privileges had been reinstated; no further concern with this issue.
114945	Army National Guard	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	2/27/13	27 Feb 2013: Received the Following email from a National Guard Soldier. Soldier stated that his command said they will not place him in a WTU nor have they pushed his MRP2 packet up to State HQ, Soldier was MEDAVAC'D in Dec 2012 for injuries from an IED blast.	RESOLUTION	28 Feb 2013: Received the below email from Soldier stating the following: A few hours after we talked my Brigade Medical Office called and informed me that the paperwork was big faxed to them by my unit and now are going out of their way to help. What ever you did I truly thank you and I will continue to give you Updates on my status. I let the Soldier know that the State CSM got on the issue quick thats why he was receiving the help he needs, I just got it to the right person.
115386	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	3/5/13	5 March 2013: The Soldier received a report date to CBWTU, but is being told he has to move multiple times (barracks) without good reason.	RESOLUTION	5 March 2013: The Soldier utilized his CoC and NCO Support Channel and was not required to move. He was satisfied with the outcome.
115409	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/5/13	2 Feb 13- Soldier reports he is being told he will not be allowed to take his accrued leave as transition leave	RESOLUTION	1 Mar 13- After ombudsman discussed with CDR and advised Soldier of necessary actions, his leave and PTDY were approved.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
115472	Army Reserve	Fort Knox	Complaint Against WTU Chain of Command	3/6/13	5 Mar 13: Soldier alleges CoC is harassing him due to TBI and PTSD conditions.	RESOLUTION	8 March 2013 I spoke with the Soldier and informed him that the Company Commander was not willing to move him to another Company. I explained the appeals process to the Soldier. He knows he can take his request to the WTB Command Sergeant Major and the WTB Commander. Also, should the Soldier feels he is being harrassed he has the option of talking with the Inspector General's Office.
115628	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	3/7/13	(03/06/2013) Soldier contacted me with the concern that his Platoon Sergeant is requesting that he walk to his medical appointments which is causing him extreme pain to his back.	RESOLUTION	(03/06/2013) I contacted the Soldier to inform him of the 1SG plan. The Soldier was very happy with the plan. I asked him to let me know when the meeting is scheduled and the outcome of the meeting, he said he would. Case Closed.
115872	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	3/11/13	8 March 2013: Soldier reports that she believes her Platoon Sergeant is harassing her because she was excused from attending a mandatory memorial service. The Soldier is requesting to be moved to another platoon.	RESOLUTION	8 March 2013: Met with the Soldier to inform her of the Chain of Command's decision; the Soldier voiced her understanding and reports that she is pleased with the outcome.
115956	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	3/11/13	6 Mar 13: Soldier requested Ombudsman presence at his FTR on 7 Mar 13	RESOLUTION	7 Mar 13: Soldier addressed his concerns at FTR. 1SG (b)(6) stated he would look into issues and get back with Soldier.
115958	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	3/11/13	6 Mar 13: Family Member requested assistance with finding out the status of request for new PSG for Soldier.	RESOLUTION	7 Mar 13: Email Family Member concern to CPT (b)(6) received an out of office reply. During FTR 1SG (b)(6) informed Soldier and Family Member that Soldier will be getting a new PSG.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
115961	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	3/11/13	6 Mar 13: Family Member discuss with Ombudsman some of her experiences at the WTB	RESOLUTION	7 Mar 13: Email CSM (b)(6) (CSM WTB) Family Member concern. Also inform CSM (b)(6) while speaking with Family Member another Soldier joined the conversation with some concerns about SFC (b)(6) behavior. That Soldier asked that Ombudsman don't address the issue because when individuals have attempted to address the issue about SFC (b)(6) it gets turned around like retaliation. Family Member briefed that CSM (b)(6) and 1SG (b)(6) was aware of her experiences
115993	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	3/12/13	3.11.13 Request clarification on tasking order	RESOLUTION	3.15.13 Follow-up phone call to the Soldier informed him of my conversation with the CO...however I did remind the Soldier tasking are part of the norm for Soldiers. One of the tasking which always caused me great discomfort was picking up cigarette butts. However I told the Soldier I pointed out to the CO that the perception from the Soldiers is this is retaliation for bringing issues to the Ombudsman.
116161	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	3/13/13	(03/12/2013) Soldier feels he is being wrongfully restricted to Post to have his dressing changed.	RESOLUTION	: (03/13/2013) I contacted the Soldier to inform him of my conversation with the NCM and the TRAID decision. He was very unhappy and stated that is not true he was changing his dressing. I explained to him that it is there job to ensure you are safe and cared for. However at this time they feel this is the best thing to do for you. The Soldier is very upset but there is nothing he can do. I explained to him this is a medical decision and was not made lightly therefore he must follow their instructions. Case Closed.
116236	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	3/14/13	14 Mar 13: PVT (b)(6) request asst w/getting housing approval from C2.	RESOLUTION	9 Apr 13: Per PVT (b)(6) viable txt plan was discussed and implemented; CPT (b)(6) stated she will ensure Soldier is monitored; no further assistance is needed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
116337	Active Army	Fort Leonard Wood	Complaint Against WTU Chain of Command	3/14/13	13 Mar 13: Soldier says she was told that she can no longer bring her child to the afternoon (1600) PT, but other Soldiers are allowed to bring Family members to afternoon PT every day.	RESOLUTION	19 Mar 13: Followed up with the Soldier and informed her that per 1SG (b)(6) "Family members can be at PFC at same time as Soldiers (during PT); it's a public place. The intent is for them not to be in formation or interfere with unit PT/ operations. If your child requires supervision per (b)(6) PFC's policy and you are the only one that can supervise your child, the PFC is obviously not the appropriate place for your child during PT." The Soldier acknowledged that she understands the policy, and the 1SG stated that he will ensure his cadre understands the policy. In closing, the Soldier is happy with the outcome of her case.
116339	Army National Guard	Fort Drum	Complaint Against WTU Chain of Command	3/14/13	14MAR13: Leadership issues	RESOLUTION	14MAR13: All questions were addressed and answered. Soldier is satisfied. Issue resolved
116508	Army Retired	Fort Riley	Complaint Against WTU Chain of Command	3/18/13	Thursday, 28 February 2013 LTC (b)(6) received a memo from MG Thomas in reply to LTC (b)(6) concerns about the results of the 15-6 investigation in November 2011. LTC (b)(6) took strong exception to some of the wording in that memo. He spoke with and then emailed MG Thomas' SJA. That email was forwarded to MG Thomas who then contacted the IACJ Commander that night. The Company Commander got the phone call about it at 2230 hours. A copy of the memo and the email is in the Attachments section. I am in contact with (b)(6) every single day.	RESOLUTION	Friday, 01 March 2013 I met with CPT (b)(6) At 1130 hours, LTC (b)(6) met with COL (b)(6) CSM (b)(6) CPT (b)(6) SSG (b)(6) and myself. The meeting went exceptionally well. COL (b)(6) encouraged LTC (b)(6) to come directly to him with his concerns. COL (b)(6) told (b)(6) that he will read the entire 15-6 report. They agreed to meet in 2 weeks' time to discuss the findings in the 15-6 report. I agreed to set up that meeting.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
116571	Active Army	Fort Riley	Complaint Against WTU Chain of Command	3/19/13	19 March 2013 SSG (b)(6) reported that SSG (b)(6) and SSG (b)(6) repeatedly used very strong profanity again in front of formation. He reported that they both "threatened to hit" SSG (b)(6) (WT) within sight and hearing of the other Soldiers in the platoon. This is a known issue in 1st platoon.	RESOLUTION	19 March 2013: I met with the Company Commander twice. I met with 1SG (b)(6) once. He moved SSG (b)(6) to a different platoon. 20 March 2013: The CO made SSG (b)(6) and also SSG (b)(6) publicly apologize for their behavior in front of the entire platoon.
116838	Army Retired	Fort Riley	Complaint Against WTU Chain of Command	3/21/13	SFC (b)(6) was pulled back to the Fort Riley WTB from CBWTU-Utah for non-compliance. SFC (b)(6) wants to be placed on Remote Care or back in CBWTU-Utah so that he may reside with his family (b)(6) SFC (b)(6) reported that any reports of non-compliance are false.	RESOLUTION	19 April 2013: I met with LTC (b)(6) about SFC (b)(6) The BC reported that he sent the Soldier's packet to Western Region for possible approval. LTC (b)(6) reported that he recommended disapproval to WRMC. 19 April 2013: I met with SFC (b)(6) I advised him that his packet is at WRMC pending their decision. Note: Please see the documentation that was uploaded into the Attachments section of AWCTS. IDES Status: SFC (b)(6) packet is at DRAS x 28 January 2013.
116931	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	3/22/13	22 MAR 12: Soldier and parents meet with Ombudsman to discuss Issues concerning his medical care.	RESOLUTION	25 MAR 13: Soldier's and family's concerns/Issues, was brought to the attention of the Company/Medical leadership. Both stated they grant the Solider's request and will address the admin Issue. The gap was bridged between family and BN and family and Soldier are pleased with the outcome. Case is now considered closed.
117076	Army Reserve	Fort Drum	Complaint Against WTU Chain of Command	3/25/13	25MAR132: Percieved Harrassment	RESOLUTION	26MAR13: All questions were addressed and answered. Soldier is satisfied. Issue resolved

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
117341	Army Reserve	Tripler Army Medical Center	Complaint Against WTU Chain of Command	3/27/13	25 MAR 13 - The Soldier states she is being ignored and disrespected by the Hawaii WTB Commander, LTC (b)(6) who did not respond to an email she sent him regarding a recent pay problem.	RESOLUTION	26 APR 13 - LTC (b)(6) is aware she can meet with LTC (b)(6) using the open door policy.. Nevertheless she feels he should have personally responded to her inquiry.. She was thankful for bringing her concern forward. I offered my continued assistance as necessary. Issue resolved.
117359	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	3/27/13	26 March 2013: Soldier reports that he has been told by his Commander that prior to approving his leave the Soldier must provide the Commander with a day by day account of what he would be doing during leave.. Soldier believes his is being harassed.	RESOLUTION	26 March 2013: I informed the Soldier that his Commander will be making contact with him regarding his itinerary for his flight only. The Soldier reports that his Chain of Command have made contact and is pleased with the outcome; however he hopes that this is the last time.
117361	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	3/27/13	26 March 2013: Soldier reports that he is being harassed by his Chain of Command because he owns his own business; according to the Soldier the WTB Battalion Commander and S-3 Officer showed up at his business about 4:45.. The Soldier reports that he should have been on quarters however; reported that he reported to his business because payroll needed to be signed.	RESOLUTION	1 April 2013: Soldier reports that he was given the opportunity to speak with the WTB Commander and according to the Soldier the meeting went ok. I spoke with the Commander and he reports that he wish the Soldier would have given him the opportunity to address the problem prior to the Soldier going against a medical directive.. The Commander reports that he is not seeking disciplinary action at this time.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
117480	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	3/28/13	3.28.13 Request assistance with Chain of Command (multiple Squad Leaders)	RESOLUTION	<p>4.11.13 A Care Conference was convened which included SPC (b)(6) his Spouse, the Chain of Command, NCM ((b)(6)) PCM (b)(6) Social Worker, and OIC NCM (MAJ (b)(6)) The Company Commander CPT (b)(6) stated the Soldier would most likely NOT lose a stripe; he stated there are a total of 10 appts which were missed and the SOLDIER was late to two formations. SPC (b)(6) stated his case regarding not receiving the appt slips from the "rotating" Squad Leaders in the absence of SSG (b)(6) The Soldier and SSG (b)(6) stated this was not an issue when she was on board and has not been an issue since she has returned from TDY. In addition the Soldier and the 1SG agreed he has not been late to a formation lately; the Soldier stated it is because he now has three alarm clocks. The PCM stated she would review his medications; but from what she can tell and the Soldier agreed the medications are working as expected. The Chain of Command took into consideration the issue with the Squad Leaders and the appt slips; SPC (b)(6) will report for the UCMJ reading Tuesday at 0800. However the Commander stated this is going to be a formality and the Soldier at this point will not lose a stripe.</p>
117588	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	3/29/13	29 March 2013: Soldier was denied to participate in the "Ride to Recovery" in Austin, Texas. The Soldier would like the Chain of Command to reconsider their decision.	RESOLUTION	<p>3 April 2013: Soldier was evaluated and it was determined that the Soldier would not attend; the Soldier voiced that he does not like the decision; however he understands why it was made.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
117634	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	4/1/13	29 March 2013: Soldier reports that he feel like the Chain of Command is harassing him; according to the Soldier he and his Spouse had a disagreement prior to him going home for the weekend. The Soldier reports that the Commander counseled him and gave him a Military Protective Order to stay a 100 feet away from his Spouse at all times.	RESOLUTION	4 April 2013: The Soldier was able to voice his concerns and the Commander determined that he should have met with the Soldier to gather additional information prior to the protective order. Commander informed the Soldier that he was erring on the side of caution. The Soldier voiced that he understands now but still wish someone would have given him a chance to be heard. The Commander informed the Soldier's NCM and Social Worker to push the Soldier's PMR so the Soldier may be moved to be with his family.
117702	Army Reserve	Fort Carson	Complaint Against WTU Chain of Command	4/2/13	15 March 2013; Request assistance with Chain of Command disagreement	RESOLUTION	1 May 2013; I visited with CW4 (b)(6) and explained to him the actions I've taken towards his concerns and informed him of the outcome. He was not happy but he mentioned that he will speak with the Battalion Commander himself.
117760	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	4/2/13	29 MARCH 13: Soldier meets with Ombudsman to voice his concerns about the Bravo Company leadership, in particular the PLT SGT. Soldier feels PLT SGT "bad mouthing" him and would like it to stop. Soldier goes on to say that he feel his leadership is not sensitive to his needs and concerns.	RESOLUTION	8 APRIL 13: Soldier and Ombudsman meet with 1SG. Issue was discussed and addressed to Solider's satisfaction. Ombudsman closes case.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
117880	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	4/3/13	Soldier is being treated like staff	RESOLUTION	4 APR 13: Called and spoke with the 1SG who stated that the Soldier does not have a medical extension, she has a regular extension so she can meet her 20-year obligation for retirement, therefore, she is not classified as a WT because she has been released with a percentage. He understands that the Soldier has a limited profile and he will honor that, but the Soldier will be gainfully employed through the end of her extension. He will allow her to go to her appointments but she will be given permanent party duties and responsibilities. I relayed the information to the Soldier; she did not totally agree, but understood the difference between the extensions.
117944	Army Reserve	Fort Eustis	Complaint Against WTU Chain of Command	4/3/13	SGT (b)(6) requests assistance with providing information to the Unit Command.	RESOLUTION	5 Apr. 13: I explained to the 1SG what SGT (b)(6) stated was happening to him and gave him the letter. 1SG appreciated the letter. 1SG stated that he has received several complaints about the PSG and SQD Leader and that he would take care of the situation. SGT (b)(6) was very satisfied that I gave the letter to the 1SG.
118105	Active Army	Fort Leonard Wood	Complaint Against WTU Chain of Command	4/4/13	4 Apr 13: Soldier cited numerous alleged issues concerning WTU SL (SSG (b)(6) that WTU Cmd Team needs to be aware of. Soldier insisted that both members of the WTU CMD team be made aware of issues.	RESOLUTION	9 Apr 13: Followed up with the Soldier and informed him that I addressed his issue with the WTU command team and appropriate action is being taken. In closing, the Soldier stated that he's happy that the issue was addressed.
118306	Army National Guard	Fort Drum	Complaint Against WTU Chain of Command	4/8/13	8APR13: Soldier wants to return to CBWTU	RESOLUTION	3MAY13: All questions were addressed and answered. Soldier is satisfied. Issue resolved

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
118307	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	4/8/13	4 Apr 13. SSG (b)(6) came in for assistance with a WTB Nomination packet issue. He is currently working as CADRE in the WTB, and is in the MEB. He submitted a WTB nomination packet for consideration for assignment as a Warrior in the WTB. He has been informed that his nomination has been disapproved.	RESOLUTION	5 Apr 13. I advised the Soldier of what i had been able to find out. I also informed him to contact me should his packet be denied by the MTF Commander. He understood.
118351	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	4/8/13	5 Apr 13: Soldier put back on CQ for Saturday after switching last week so that he could watch his children.	RESOLUTION	5 Apr 13: Per Soldier, 1SG was able to find someone for the weekend but he still had to pull it on Tuesday. He was happy to be available for his children but felt as if the SQL's error still caused him to pull CQ twice and there is no consequence for SQL's when they make a mistake but the Soldier is penalized when they do. Ombie recommended he communicate his concerns to his CoC and specifically address his issues. !SG may not be aware of a pattern of behavior by the Cadre if there is one. Issue closed by Ombie but will follow up with the Soldier if needed.
118617	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	4/11/13	11 Apr 13: The Caller (Soldier's Spouse) requests the WTU CofC contact the Soldier.	RESOLUTION	11 Apr 13: AO assigned case to Fort Campbell Omb. Contacted, in turn, by (b)(6) who stated that the caller had visited his office 10 Apr 13 (after the WSFH complaint was registered), subject as above. Omb contacted the company commander who hastened to get on the issue and committed to send personnel and vehicle to visit Soldier. This, again, occurred subsequent to the Hotline call which the caller never mentioned. C Co reportedly has a team visiting the Soldier this morning. Closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
118656	Army Reserve	Fort Hood	Complaint Against WTU Chain of Command	4/11/13	9 Apr 13- Received call from (b)(6) (non profit organization) who states Soldier contacted them about the unit not assisting them with lodging during their transition.	RESOLUTION	10 Apr 13- Soldier and spouse were referred to contact chain of command (Bn and BDE if not satisfied by CO) and also given numbers for 3 shelters in the area that they could contact for vacancies.
118663	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	4/11/13	11 Apr 13- Soldier reports getting run around to get his travel voucher processed from when he was in WTB (has been home for several weeks and still not been done). States it just needs approved and it is holding up his education benefits.	RESOLUTION	11 Apr 2013- voucher was signed same day as I contacted him and he will reiterate to his leaders that DTS needs to be reviewed every other day and processed efficiently.
118698	Army National Guard	Fort Eustis	Complaint Against WTU Chain of Command	4/11/13	10 Apr 13: SPC (b)(6) request to leave the WTU because of the treatment that he is experiencing from his Squad Leader.	RESOLUTION	11 Apr 13: I spoke with the WTU 1SG. 1SG requested to speak with SPC (b)(6) and myself. 1SG had been getting alot of complaints in reference to this Squad Leader and called the Platoon SGT in his office to address the many complaints. I excused myself when the Platoon SGT arrived. 1SG stated that this issued will be taken care of today and SPC (b)(6) will be moved to a different squad. SPC (b)(6) is satisfied with the answer.
118794	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	4/12/13	Soldier reported that his Squad Leader told him he is being "chaptered" out of the military.	RESOLUTION	29 April 2013 -soldier informed that admin separation has not been initiated; however, it can be initiated, if he continues with the same pattern of conduct. Soldier understood my findings.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
118796	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/12/13	4 Apr 13: Family Member request assistance with Soldier transitional plans	RESOLUTION	5 Apr 13: Received email from LTC (b)(6) stating: he understands Ombudsman is going to go SFC (b)(6) FTR today and I want you to be armed with the facts beforehand. Email stated: First of all, CPT (b)(6) (A CO Commander) and the (b)(6) had a meeting last Friday and none of these concerns were brought up. As to Soldiers' plans after he gets out of the Army: living off retirement is not a plan. (b)(6) (b)(6) A SFC on AD can't financially support that many folks, much less a retired SFC. He and MG Colt and COL (b)(6) are constantly pushing our subordinate leaders to help our folks understand that they can't just retire and coast, they need a source of income and a job to get up and go to in order to feel useful and relevant. If this stresses the (b)(6) out, perhaps a better plan for retirement is in order. Soldier address his concerns about being ask again and again about his transitional plans during the FTR. Soldier stated this is stressing him out. CPT (b)(6) explain goal of WTB in regards to transition plan.
118812	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	4/12/13	Soldier is requesting to be released from the WTU to go to Special Forces	RESOLUTION	8 APR 13: Per Soldier, the BN Surgeon will not release the Soldier until his MEB findings have come back because the if he is hit in the head, it can be life threatening or fatal so he is not willing to take that chance. I told the Soldier that his next step would be to go to the DCCS but the DCCS will get background information from the BN Surgeon and I don't think the DCCS will go against the BN Surgeon since it was a head injury and reinjury could cause serious damage or death, but that would be his next option.
118855	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/15/13	2 Apr 13: SGT (b)(6) request asst w/C2.	RESOLUTION	5 Apr 13: Per SGT (b)(6) he attended both appts and will be allowed to go home today; Soldier has no further complaints.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
118955	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	4/15/13	8 April 2013: Soldier reports that he he is being harassed by his Chain of Command; according to the Soldier he was approved leave to return home to retrieve his family. The Soldier reports that his Spouse does not speak English and he asked his Squad Leader if he may attend his 4-month-old child's doctor's appointment.	RESOLUTION	9 April 2013: I assisted the Soldier by meeting with the Soldier's Chain of Command to share the Soldier's concerns; according to the Chain of Command there was a misunderstanding between the Soldier and his NCM; this issue has been addressed. The Chain of Command reports that they will continue to treat the Soldier with dignity and respect.
118994	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	4/16/13	On 16 Apr 13 Soldier said that his Chain of command is not trying help him with managing appointments and and family issues.	RESOLUTION	On 25 Apr 13 the Soldier's Squad Leader said that the SM was acting better and pleasant to being told about where he was required to be at what times. For example, the SL asked the SM if he had a problem with pulling staff duty starting at 0745 to start at 0800hours. The SM replied that he was okay with it and would be there at 0740hours. The SL said once they had figured out with the SM about taking care of his family and when to report for formations things were great with the Soldier.
119068	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	4/16/13	10 April 2013: Soldier voiced that she feels threaten by members in her Chain of Command; according to the Soldier she receives a counseling statement for everything. The Soldier reports that she is being harassed and she is afraid the Chain of Command is trying to take her rank.	RESOLUTION	10 April 2013: Soldier voiced her understanding of what she must do to ensure the Chain of Command is aware of her whereabouts; the Chain of Command reports that they will continue to respect the Soldier and treat her with dignity and respect. The Soldier reports that this was all a misunderstanding.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
119364	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	4/19/13	16 Apr 13: Soldier requested assistance with how she is being treated by CoC	RESOLUTION	19 Apr 13. Spoke with Soldier and Soldier stated she met with 1SG and address her concerns.
119449	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	4/19/13	4.2.13 Discussion regarding Surgeon General Inquiry and Congressional Inquiry Response	RESOLUTION	4.12.13 Spoke with WRMC XO, LTC (b)(6) who stated command emphasis has been placed on this case to get it moving forward. Spoke with the Soldier; briefed him on my conversation with COL (b)(6) and LTC (b)(6) he stated...it should not have taken him going to the lengths that he did to get someone's attention. SSG (b)(6) stated he is a small fish in the sea...there are a lot of other Soldiers who are going through some of the same dilemma. But at this point his family is his concern and he has to get home before his family falls completely apart.
119797	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	4/24/13	23 Apr 13: Soldier said his SL, SSG (b)(6) counseled him for being late to morning clean-up detail. Soldier disagrees with the counseling statement because he's on medication.	RESOLUTION	24 Apr 13: Followed up with Soldier and with SL and confirmed that the Soldier reported to his detail on time this morning. In closing, the Soldier stated that he understands what he has to do to avoid future similar situations.
119799	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	4/24/13	23 Apr 13: Soldier said that a WTU cadre member, SSG (b)(6) gave him a counseling statement for disrespect. Soldier says he disagrees with the counseling statement and feels that the cadre has targeted him to pick on.	RESOLUTION	24 Apr 13: Followed up with Soldier after speaking with SSG (b)(6) The Soldier stated that he was wrong by yelling at SSG (b)(6) and did he apologized for his actions. In closing, the Soldier said that he's happy that I addressed his case.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
120123	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	4/29/13	(04/23/2013) Soldier contacted me stating that all the other WTU Soldier were schedule appointments with the vocational rehab representative but him which made him feel like no one care about him since he was leaving the Unit.	RESOLUTION	(04/23/2013) I contacted the Soldier informed him of my conversation with the Social Worker and 1SG. The Soldier thanked me for my assistance. Case Closed.
120125	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	4/29/13	(04/25/2013) Soldier had the concern that since being in the WTU he has had only one scrimmage.	RESOLUTION	(04/25/2013) I contacted the Soldier informed him of my conversation with the Social Worker and NCM. The Soldier thanked me for my assistance. Case Closed.
120187	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	4/30/13	29 April, 2013: Complaint against C2.	RESOLUTION	29 April, 2013: I tried to explain to Soldier that if he felt his PS and SL mistreated him he should speak with his 1SG and Commander. Also, I informed Soldier that he could speak with his EO representative about PS and SL behavior. I attempted to talk with Soldier about the counseling statement, but Soldier got upset because he felt I should do something to the PS and SL. I tried to explain to Soldier that it was best to speak with his 1SG and Commander about his concern before I spoke with the PS and SL because I would have to address his concern with the 1SG and Commander and it would be in his best interest to talk to his 1SG and Commander before I got involved. Soldier left my office and said he would handle it.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
120364	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	5/1/13	1 May 13; Soldier presents with CoC concerns referencing his 1SG.	RESOLUTION	2 May 13; After meeting with 1SG (b)(6) it was determined Soldier is allowed to go home to visit with his Family, but due to his problems with drinking alcohol, he is not allowed to stay overnight. 1SG stated in reference to Soldier not being able to drive his vehicle on the Installation because he placed him on Restrictions. 1SG stated Soldier is being placed in the RTF Program for 28 days for his own good and that he is not harassing him, just looking out for and protecting him. Soldier entered the RTF Program (b)(6) therefore I was not able to contact him with Resolution and case closure. I spoke with SSG (b)(6) (Squad Leader) and was informed Soldier is due to Graduate from the RTF Program (b)(6)
120589	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/3/13	3 May 2013- WTB CDR in Europe refused to amend Soldier's orders so that he could claim the \$115 for rental car that he was required to get because SATO was unable to secure air travel from Dallas to Killeen	RESOLUTION	6 May 13- Per Ombudsman in Europe, amended orders are forthcoming. Requested a copy so Soldier can file claim.
120673	Army Reserve	Brooke Army Medical Center	Complaint Against WTU Chain of Command	5/6/13	5/2 CPT feels she is being harrassed by her new squad leader and by the PSG. She does not trust them and it really appears to be affecting her major health issues.	RESOLUTION	5/22 am going to close and continue to follow. will attend the multi D and see what actions and direction this case needs to go. If no positive things come from it, i will reopen the case with issues unresolved from that meeting.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
120739	Army National Guard	Fort Lewis	Complaint Against WTU Chain of Command	5/6/13	5.2.13 Request assistance with Counselling re: Missed Appointment	RESOLUTION	5.10.13 Resolution: The Counseling Statement will remain a part of the Soldier's file; SGT (b)(6) was correct in that he arrived to the appointment on time (25 mins early). However he chose to leave and when the Social Worker came out to get him he was not present which resulted in the Soldier being checked off as a No-Show. I informed SGT (b)(6) he told me part of the story and failed to tell me "the rest of the story". When you show up for an appt; and you choose to come early you need to stay in place until such time the provider is ready to meet with you.
120995	Active Army	Fort Leonard Wood	Complaint Against WTU Chain of Command	5/8/13	7 May 13: Soldier says he's has a no driving profile, and the WTU does not provide transportation to the PT location, Davison Gym. Soldier wants this issue addressed so he'll have to stop begging other Soldiers for a ride when the WTU is suppose to provide transportation.	RESOLUTION	10 May 13: Followed up with Soldier about unit providing transportation to PT issue. Soldier is happy that unit is now providing transportation to PT.
121283	Army National Guard	Fort Carson	Complaint Against WTU Chain of Command	5/10/13	09 May 2013; Requesting assistance with return from remote care to FCCO.	RESOLUTION	10 May 2013; I contacted and spoke with SM in regards to his return. BL: Do as told bring his medical documentation. I will present current circumstances at home to the Command leadership in hopes he can reunite with his family. SM was appreciative.
121284	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/10/13	8 May 13: Soldier requested assistance with being allowed to attend class	RESOLUTION	8 May 13: Contacted 1SG (b)(6) and stated Soldier concern. 1SG (b)(6) call Ombudsman back and stated Soldier will be allow attend class. Soldier briefed.
121287	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	5/10/13	MAJ (b)(6) would like to be transferred to another platoon due to personality conflicts with PSG and SQL.	RESOLUTION	MAJ (b)(6) states that with recent events and the past experience of personality conflicts between her the PSG and SQL, she is requesting to be transferred to another platoon. I advised the Company Commander, CPT (b)(6) of MAJ (b)(6) concerns and he noted that he had spoken with her previously and has denied her request to be transferred to another platoon.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
121618	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/15/13	10 May 13- Soldier was informed that she was being removed from homebound status and she is upset that this will cause her further hardship and command does not care	RESOLUTION	10 May 13- Soldier reports that she was informed by chain of command that her PCM had removed her from homebound status and she would be required to come to formation each day and if she was unable to come in as required, she would be moved into barracks and given a meal card. Soldier feels this is in retaliation for her complaints to myself and hotline and others she has made against her command. She also relates to many issues involved in coming in am for formation based on her medical conditions, specifically (b)(6) (b)(6) (b)(6) Action: Contacted BDE Surgeon who informed me that the WTB was reviewing all homebound Soldiers to ensure they met criteria and thus the reason for the removal. Contacted WTB CDR who also states that due to the numerous concerns Soldier expressed about her medical care, they felt it necessary to physically see her each day to ensure her needs were being met. CDR states the cadre will be flexible in regards to her report times to accomodate her medical/physical issues. Due to involvement of OTSG and others in this case, advised them of the plan of action in regards to this, per their request for information.
121828	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	5/17/13	5.14.13 A Health and Welfare inspection was conducted; however the manner in which it was conducted was irresponsible. The Soldiers were awakened at 0200 in the morning by banging on doors yelling "FIRE, FIRE"!	RESOLUTION	5.17.13 The Command after learning the manner in which the Soldiers were notified of the Health and Welfare stated the word "Fire" will not be a part of announcing a Health and Welfare in the future. The Command will follow policy to ensure the health, welfare and safety of the Soldier, but not be inciting what could have been unfortunate outcomes on the part of individual Soldiers.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
121839	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/17/13	9 May 13: Soldier requested assistance with finding out why WTB cadre has been instructed to follow him during non duty hours	RESOLUTION	10 May 13: Received email from 1SG (b)(6) stating: To her knowledge, no cadre member has been instructed to follow the Soldier during non duty hours or any other time. The command will investigate this allegation to ensure that this not happening. Soldier briefed.
121846	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/17/13	9 May 13: Soldier requested assistance with SFC (b)(6) (cadre) offering to buy him a beer at an event during off duty time	RESOLUTION	10 May 13: Received email from 1SG (b)(6) stating: The Command is unaware of the incident with SSG (b)(6) and SFC (b)(6) which is an HHC cadre member, the allegations will be investigated as no cadre should be fraternizing with Soldiers in transition.
121849	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/17/13	10 May 13: Soldier requested assistance with finding out why he is being required to give co xo the keys to his POV.	RESOLUTION	10 May 13: Received an email from 1SG (b)(6) stating: The Soldier is not required to give the keys to his POV to the XO or anyone else. The Soldier is on a no driving profile and has been counseled in reference to his no driving profile. Soldier briefed.
121850	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/17/13	14 May 13: Soldier requested assistance with finding out why he received a counseling statement on Adultery and Cohabitation	RESOLUTION	15 May 13: Received email from 1SG (b)(6) stating: she doesn't know why the Soldier feels that he is single out by the company. But if Soldier feels that he is being single out tell him to do a sworn statement and the command will look into it. Otherwise the Squad leader was doing his job and without anything in writing it is just a rumor. If Ombudsman has any other concerns please let me know. Ombudsman contacted 1SG (b)(6) and asked had she read the counseling statement. 1SG (b)(6) replied no. 1SG (b)(6) reviewed the counseling statement and stated Soldier would receive another counseling statement with the specific of why he is being counseled. Soldier called Ombudsman and stated he received a new counseling with the leaders' facts. Soldier stated he overslept one day and text the SL he was at his girl.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
121866	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	5/17/13	(05/14/2013) Soldier contacted me with the concern that she does not like the WTU and she wanted to express her concerns so that things can improve.	RESOLUTION	(05/16/2013) After listening to the Soldier concerns. I contacted the DCCS to convey the Soldier concerns, he informed me that he will meet with the WTU and voice his concern for how the Unit is being perceived. I contacted the Soldier back I explain to her that I relayed her concerns to the DCCS and he is meeting with the WTU to address her concern. She thanked me for my help. Case Closed.
121907	Army Reserve	Tripler Army Medical Center	Complaint Against WTU Chain of Command	5/17/13	16 MAY 13 - Soldier states her WTU squad leader is disrespectful and unprofessional. She requests my presence at a meeting with CPT (b)(6) the Bravo Company Commander about the issues she is experiencing.	RESOLUTION	17 MAY 13 - Based on my recommendation, the client was moved to a new WTB NCO, SFC (b)(6) The previous WT/SL relationship had become toxic irreparable. LTC (b)(6) was very thankful for my representation during the meeting and will inform me if any new questions/concerns arise. Issue resolved.
122178	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/22/13	22 May 13: SSG (b)(6) request asst w/sharing recommendation for improvements concerning platoon structure, MEB initiation timeframe and squad leader readiness.	RESOLUTION	24 May 13: Per SSG (b)(6) schedule, he did not have the opportunity to meet with CSM (b)(6) however, Soldier stated he may contact CSM once he returns to the area to discuss ideas.
122457	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/24/13	21 May 13- Soldier upset that 1SG is making him move into barracks and he is in long term lease and has a pet and she only gave him a couple days notice.	RESOLUTION	21 May 13- CSM was contacted and situation resolved..
122462	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/24/13	20 May - Soldier upset with 1SG who has failed to process AER loan paperwork and is making her move into barracks.	RESOLUTION	20 May 13- Contacted BDE CSM to see Soldier and look into situation.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
122741	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/29/13	22 May 13, Soldier feels like COC is not treating her fairly.	RESOLUTION	22 May 13, Ombudsman and Soldier met with CPT (b)(6) and 1SG (b)(6) to address concerns. Chain of command was very receptive to Soldier's concerns and determined that they will waive the 30 day assessment period and reduce her from high to medium risk, commander apologies for not counseling her over flagging action and stated that he would get counseling done today, 1SG explained that he tells every Soldier that comes into his unit that they get a fresh start and that anything they have heard about the Soldier doesn't carry over. 1SG apologized for the miss understanding. Commander and 1SG stated that they will be getting with Case manager to find out why pain management appt was cancelled. Soldier should have been able to keep that appointment until they could get her assigned to a closer location. Overall Soldier was pleased with meeting and felt more comfortable with chain of command.
122833	Active Army	Fort Knox	Complaint Against WTU Chain of Command	5/30/13	Soldier not allowed to ride motorcycle, would like Ombudsman to assist.	RESOLUTION	7-Jun-13: Ombudsman met with administrative law at JAG office (CPT (b)(6) According to legal counsel, unit CDR can restrict a Soldier from operating a motorized vehicle if he believes it is unsafe. Ombudsman met with Soldier and informed him that his CDR can restrict him from operating a motor vehicle if he deems it unsafe. Soldier understand but is not satisfied.
122918	Civilian	Fort Irwin	Complaint Against WTU Chain of Command	5/31/13	(05/24/2013) I met with a member of the WTU Civilian Staff with concern that the WTU Leadership/Cadre are treating the Civilian Staff and the WTU Soldiers very badly.	RESOLUTION	(05/27/2013) The Commander was happy to hear the concerns of her WTU Civilian Staff but was a little dishearten that they did not use her open door policy. She thanked me from bring the concerns to her attention and she assured me she will address each of the concerns. She asked me to let the Civilian know that her door is always open and she welcome their input. I contacted the Civilian back and informed her of my conversation with the Commander. She thanked me for my help. Case Closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
122921	Civilian	Fort Irwin	Complaint Against WTU Chain of Command	5/31/13	(05/24/2013) I met with a member of the WTU Civilian Staff with the concern that the WTU Leadership/Cadre are treating the Civilian Staff and the WTU Soldiers very badly.	RESOLUTION	05/27/2013) The Commander was happy to hear the concerns of her WTU Civilian Staff but was a little dishearten that they would not use the open door policy. She thanked me from bring them to her attention and she assured me she will address each of their concerns. She asked me to let them know that her door is always open and she welcome their input. Case Closed.
122924	Civilian	Fort Irwin	Complaint Against WTU Chain of Command	5/31/13	(05/24/2013) I met with a member of the WTU civilian Staff with the concern that the WTU Leadership/Cadre are treating the Civilian Staff and the WTU Soldier very badly.	RESOLUTION	(05/27/2013) The Commander was happy to hear the concerns of her WTU Civilian Staff but was a little dishearten that they did not use her open door policy. She thanked me from bring the concerns to her attention and she assured me she will address each of the concerns. She asked me to let the Civilian know that her door is always open and she welcome their input. I contacted the Civilian back and informed her of my conversation with the Commander. She thanked me for my help. Case closed.
122928	Civilian	Fort Irwin	Complaint Against WTU Chain of Command	5/31/13	(05/24/2013) I met with a member of the WTU Civilian Staff with the concern that the WTU Leadership/Cadre are treating the Civilian Staff and WTU Soldiers very badly.	RESOLUTION	(05/27/2013) The Commander was happy to hear the concerns of her WTU Civilian Staff but was a little dishearten that they did not use her open door policy. She thanked me from bring the concerns to her attention and she assured me she will address each of the concerns. She asked me to let the Civilian know that her door is always open and she welcome their input. I contacted the Civilian back and informed her of my conversation with the Commander. She thanked me for my help. Case closed.
122931	Civilian	Fort Irwin	Complaint Against WTU Chain of Command	5/31/13	(05/24/2013) I met with a member of the WTU Civilian Staff with the concern that the WTU Leadership/Cadre are treating the Civilian Staff and the WTU Soldiers very badly.	RESOLUTION	(05/27/2013) The Commander was happy to hear the concerns of her WTU Civilian Staff but was a little dishearten that they did not use her open door policy. She thanked me from bring the concerns to her attention and she assured me she will address each of the concerns. She asked me to let the Civilian know that her door is always open and she welcome their input. I contacted the Civilian back and informed her of my conversation with the Commander. She thanked me for my help. Case Closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
122936	Civilian	Fort Irwin	Complaint Against WTU Chain of Command	5/31/13	(05/24/2013) I met with a member of the WTU Civilian Staff with the concern that the WTU Leadership/Cadre are treating the Civilian Staff and the WTU Soldiers very badly.	RESOLUTION	(05/27/2013) The Commander was happy to hear the concerns of her WTU Civilian Staff but was a little dishearten that they did not use her open door policy. She thanked me from bring the concerns to her attention and she assured me she will address each of the concerns. She asked me to let the Civilian know that her door is always open and she welcome their input. I contacted the Civilian back and informed her of my conversation with the Commander. She thanked me for my help. Case Closed.
122937	Civilian	Fort Irwin	Complaint Against WTU Chain of Command	5/31/13	(05/24/2013) I met with a member of the Civilian Staff with the concern that the WTU Leadership/Cadre are treating the Civilian Staff and the WTU Soldiers very badly.	RESOLUTION	(05/27/2013) The Commander was happy to hear the concerns of her WTU Civilian Staff but was a little dishearten that they did not use her open door policy. She thanked me from bring the concerns to her attention and she assured me she will address each of the concerns. She asked me to let the Civilian know that her door is always open and she welcome their input. I contacted the Civilian back and informed her of my conversation with the Commander. She thanked me for my help. Case Closed.
122943	Civilian	Fort Irwin	Complaint Against WTU Chain of Command	5/31/13	(05/24/2013) I met with a member of the WTU Civilian Staff with the concern that the WTU Leadership/Cadre are treating the Civilian Staff and the WTU Soldiers very badly.	RESOLUTION	(05/27/2013) The Commander was happy to hear the concerns of her WTU Civilian Staff but was a little disheartening that he would not use the open door policy. The Commander thanked me for bringing the concerns to her attention and she assured me all the concerns will be addressed. She asked me to let the Civilian know that her door is always open and she welcome their input. I contacted the Civilian back and informed him of my conversation with the Commander. He thanked me for my help. Case closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
122949	Civilian	Fort Irwin	Complaint Against WTU Chain of Command	5/31/13	(05/24/2013) I met with a member of the WTU Civilian Staff with the concern that the WTU Leadershi /Cadre are treating the Civilian Staff and the WTU Soldier very badly.	RESOLUTION	(05/27/2013) The Commander was happy to hear the concerns of her WTU Civilian Staff but was a little disheartening that he would not use the open door policy. The Commander thanked me for bringing the concerns to her attention and she assured me all the concerns will be addressed. She asked me to let the Civilian know that her door is always open and she welcome their input. I contacted the Civilian back and informed him of my conversation with the Commander. He thanked me for my help. Case Closed.
122957	Civilian	Fort Irwin	Complaint Against WTU Chain of Command	5/31/13	(05/24/2013) i met with a member of the WTU Civilian Staff with the concern that the WTU Leadership/Cadre are treating the Civilian Staff and the WTU Soldiers very badly.	RESOLUTION	(05/27/2013) The Commander was happy to hear the concerns of her WTU Civilian Staff but was a little dishearten that he would not use the open door policy. The Commander thanked me for bringing the concerns to her attention and she assured me all the concerns will be addressed. She asked me to let the Civilian know that her door is always open and she welcome their input. I contacted the Civilian back and informed him of my conversation with the Commander. He thanked me for my help. Case closed.
123313	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	6/5/13	4 June, 2013: Soldier has a complaint against his SL in regards to accountability.	RESOLUTION	4 June, 2013: After Soldier finish discussing what he felt was harassment by his SL, he settled down. I explained to Soldier that the SL had a job to do regardless if he was clearing or not. I suggested Soldier talk with SL and attempt to identify how they can maintain his accountability and he make his appointments. Informed Soldier if he could not resolve his issue with the SL speak with the 1SG. I reminded Soldier that he only had three days left on AD. Instructed Soldier to contact me if he needed further assistance.
123572	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	6/7/13	(06/03/201) Soldier PCM contacted me with the concern that the Soldier needed to speak to me.	RESOLUTION	(06/06/2013) I contacted the back Soldier and shared my conversation with the 1SG. The Soldier thanked me and said she hope the 1SG understand her point of view. Case Closed.

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
123712	Army Reserve	Brooke Army Medical Center	Complaint Against WTU Chain of Command	6/11/13	On 11 Jun 13 Soldier said she was worried and very upset that Platoon Sergeant put a negative comment on CTP that she is not approved for attending school.	RESOLUTION	On 27 Jun 13 I met with Soldier's chain of command at TRIAD and by all accounts the SM was given ample time and permission to attend school and her appointments. Acting PSG said that SM had issue with him when she was not allowed to miss the first formations of the day. COC felt that SM may be trying to take as many college courses as possible before she exits the military so could be getting overwhelmed, but they do not discourage her as long she is meeting her obligations.
124085	Army Retired	Brooke Army Medical Center	Complaint Against WTU Chain of Command	6/14/13	14 Jun 13: Soldier alleges CoC insensitive to medical condition of Soldier.	RESOLUTION	14 Jun 2013-The available options were discussed with the soldier. She decided after her treatment (b)(6) to make an appointment to brief the BN Commander on her experiences in the WTU. LTC (b)(6) has a written statement she will provide that maps out her experience in the WTU and also considering submitting letter to the Inspector General Fort Sam Houston.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
124161	Army Reserve	63 RSC AOR	Complaint Against WTU Chain of Command	6/15/13	<p>19 Mar 13 SM is making allegations against WTB while attending Fort Sam Houston town hall meeting with CSM (b)(6) & CSM (b)(6) received SM's contact information through the WTB XO. 19 Mar I reach SM, she is disgruntled and making allegations against WTB over incidents WTB leadership states didn't happen, wants VA rating and go home. She requested I contact her husband, MSG (b)(6) (b)(6) for documentation. I sent message to LA MAJ (b)(6) to see if a power of attorney is needed 20 Mar 13, MAJ (b)(6) referred Soldier to IG 21 Mar 13</p>	RESOLUTION	21 Mar. SM was referred to the IG through the LA MAJ (b)(6)
124168	Army National Guard	Brooke Army Medical Center	Complaint Against WTU Chain of Command	6/17/13	<p>17 June 2013; Soldier stated that he feel like he is being unfairly treated by his squad leader</p>	RESOLUTION	28 June 2013: I spoke with the Soldiers C2, C2 allowed me to see look at the Soldiers counseling packet. According to his counseling packet the Solider have been late on numerous occasion. I spoke to the Soldier and explained to him that it is his squad leader's responsibility for accountability and he must report to formation. The Soldier stated that he had a difficult time getting up in the morning because of his medication. I explained to him that his PCM could give him a later reporting time if deemed necessary. The Soldier now understands it is his responsibility to be at formation on time

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
124243	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	6/17/13	(06/07/2013) Soldier contacted me with the concern that the 1SG is taking his frustration out on the WTU's due to the Civilian Staff filing a complaint against him.	RESOLUTION	(06/10/2013) I contacted the Soldier explained my conversation with the 1SG and I shared with them his plan to straighten things out with the entire Unit. The Soldier thanked me for my assistance because the entire team felt attacked by the 1 SG for no reason.
124248	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	6/17/13	(0-6/07/2013) Soldiers contacted me with the concern that the 1SG is taking his frustration out on the WT's due to Civilian Staff filing a complaint against him.	RESOLUTION	(06/10/2013) I contacted the Soldier explained my conversation with the 1SG and I shared with them his plan to straighten things out with the entire Unit. The Soldier thanked me for my assistance because the entire team felt attacked by the 1 SG for no reason. Case Closed.
124254	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	6/17/13	(06/07/2013) Soldiers contacted me with the concern that the 1SG is taking his frustration out on the WT's due to the Civilian Staff filing a complaint against him.	RESOLUTION	(06/10/2013) I contacted the Soldier explained my conversation with the 1SG and I shared with them his plan to straighten things out with the entire Unit. The Soldier thanked me for my assistance because the entire team felt attacked by the 1 SG for no reason.
124255	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	6/17/13	(06/07/2013) Soldier contacted me with the concern that the 1SG is taking his frustration out on the WT's due to the Civilian Staff has filed a complaint against him.	RESOLUTION	(06/10/2013) I contacted the Soldier explained my conversation with the 1SG and I shared with them his plan to straighten things out with the entire Unit. The Soldier thanked me for my assistance because the entire team felt attacked by the 1 SG for no reason. Case Closed.
124430	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	6/19/13	29 APR 13, SM had concerns with Alpha company leadership and disapproval of her last two passes.	RESOLUTION	10 May 13, I spoke with 1SG (b)(6) and he assured me that he had things under control and there shouldn't be any worries with sm. I passed all information to sm and stated if you need me please call. SM stated thanks and that she will call if any changes occur.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
124467	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	6/19/13	18 Jun 13: Soldier alleges unprofessional conduct by WTU CoC.	RESOLUTION	19 Jun 13: On 6 Mar 13 Family Member requested assistance with finding out the status of request for a new PSG for Soldier. Family Member stated the issues regarding SFC (b)(6) and her signing the counseling was address with CPT (b)(6) (co cdr) the week prior but she haven't receive any feedback. On 7 Mar 13 during FTR 1SG (b)(6) informed Soldier and Family Member that Soldier will be getting a new PSG. Per 1SG (b)(6) Soldier was assigned a new PSG. On 19 Jun 13 Family Member contacted Ombudsman in regards to issue on 17 Jun 13 and stated on 18 Jun 13 the 1SG informed Soldier he was being recommend for UCMJ action. Ombudsman informed Family Member this is an issue for JAG and to get witness statement on behalf of Soldier.
124488	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	6/19/13	18 June 2013: Soldier states she is being pulled from her OWF Internship due to being overweight.	RESOLUTION	19 June 2013: Spoke with both First Sergeant and Platoon Sergeant and they agreed they would personalize her fitness training to allow her to continue her internship in Seattle. First Sergeant will council Soldier and make sure she understands. I called Soldier to give her an update but had to leave a message.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
124744	Army Reserve	Fort Leonard Wood	Complaint Against WTU Chain of Command	6/21/13	21 Jun 13: Soldier said the WTU 1SG set up a job meeting for him to meet with a MSG at the Mansen Bldg, and briefed the MSG that he (Soldier) was disgruntled about going to the meeting. Soldier stated: "Once at the meeting, the MSG asked me why I was disgruntled. I tried to explain that I wasn't disgruntled about meeting, but the MSG took my comments out of context and apparently reported to the WTU that I was disgruntled and disrespectful in deportment, which isn't true." Soldier says he was given a job in the WTU orderly room which he doesn't want. He's stressed out over his SL threatened to give him a negative counseling and pull his pass ... not allow him to go home to visit his pregnant wife.	RESOLUTION	21 Jun 13: Follow up with Soldier: Soldier knows why the WTU 1SG assigned him the job at the front desk. Recommended the Soldier finds a job consistent with WTU policy. he knows to submit a request to the WTU CoC for approval. The Soldier was allowed to go on pass. Soldier spoke with the 1SG; it was determined that the counseling wasn't necessary. Finally, the Soldier knows that he can return to see me if the issues above resurface, or if he encounters further issues that can't be resolved by the CoC. In closing, the Soldier stated that he's happy with the outcome of his case.
124893	Active Army	Fort Hood	Complaint Against WTU Chain of Command	6/25/13	19 Jun 13- Soldier frustrated as he had requested a surgery procedure 3 months ago that was "deferred to VA" and he requested to appeal the decision then and still nothing has been done.	RESOLUTION	25 June- Contacted Co, Bn and BDE CDR and BDE Surgeon regarding situation. He met with them and still no reversal of decision, so set up appt with DCCS for 25 Jun. BDE CDR contacted ombudsman on 25 Jun and advised that after thorough review of records, decision on surgery was reversed and he will be allowed to have procedure. Appt with DCCS was cancelled. BDE CDR and BDE surgeon will work on policy to more efficiently process appeals in future.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
124934	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	6/25/13	25 Jun 13: CPT (b)(6) request asst w/leave concern; Soldier requested leave from 11 Jul 13 to 8 Sep 13 (PDMRA & Regular leave); however, Soldier was only approved for 37 days PDMRA leave only; Soldier wants to know why Cmd disapproved regular leave, 23 days, in conjunction w/PDMRA.	RESOLUTION	12 Jul 13: CPT (b)(6) met w/LTC (b)(6) however, LTC (b)(6) would not change his initial decision... Soldier was only allowed to take PDMRA leave; Soldier has to sell remaining leave back; Soldier will not lose any leave because National Guardsman can sell back more than 60 days; CPT (b)(6) was not satisfied w/LTC (b)(6) decision; however, he will clear WTB and pursue congressman for further assistance; nothing further.
125211	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	6/27/13	26 Jun 13: Soldier has a complaint against his PSG.	RESOLUTION	26 Jun 13: Issue closed by Ombie. Soldier satisfied. Will follow up as needed.
125279	Active Army	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	6/28/13	28 Jun 2013: After visting (b)(6) and her husband at the Learning Center (b)(6) had spoke to her about her concerns and told her if she had any issues and felt they were no being addressed to contact me. 1640 (b)(6) called me upset and crying stating that the new locations that the Care team wanted her to look at are not as good as where he is now. She also stated that she feels the CoC and care team do not feel that she has her husband's best interest at heart and she feel the Command thinks she is not doing her part, she asked for my help with this.	RESOLUTION	25 Jul 2013: CoC has listen to the issue brought forth from the Spouse about how she felt about the Care her Wounded Warrior has received. The Command will look for better ways to help families like (b)(6) if the situation happen again with any Soldier that may be placed in Learning services. The unit and I have had problems with trying to get the spouse to do the things she needs to do for her Soldier.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
125285	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	6/28/13	On 28 Jun 13 Soldier's buddies (2) came to the Ombudsman office and reported that SM was placed on staff duty although he was Dx with seizures due to TBI and Sleep Apnea.	RESOLUTION	On 11 Jul 13 I met with Soldier and he said that he the SDNCO called the Platoon Sergeant to have another Soldier relieve him after he came back from dinner and was not himself. He said his buddy (SM that replaced him) witnessed the conversation between his PSG and the SDNCO, but SM said he felt that PSG was only trying to have his wife be with him because she was basically his NMA and knew how to handle his seizures. I asked Soldier to go back to his PCM to update his profile and limit his staff duty hours like other warriors who have similar issues. The SM got an appointment to see his PCM to reevaluate and possibly update his profile.
125424	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	7/1/13	25 Jun 2013: Soldier has a complaint against his C2.	RESOLUTION	26 June, 2013: Soldier contact me and said he had just had an FTR and he addressed his issues. Soldier states he does not want me to pursue his issue and that he contact me if he changed his mind. I reminder Soldier that he had the contact information to the IG and to contact me if he needed further assistance.
125570	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	7/2/13	02 Jul 2013 Soldier wants to use crutches for pain in both feet	RESOLUTION	3 JULY 13: Notified the first sergeants of both companies of the alleged harrassment; both stated they would address the situation. I spoke with the Soldier's NCM and she will schedule an appointment for the Soldier to see his primary care physician. Called and informed the Soldier.
125630	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	7/2/13	01 Jul 2013 The Soldier was approved for network referral to undergo surgery, but was informed that it was being rescinded by the MTF provider and WTB CoC.	RESOLUTION	01/07/2013: The WTB commander agreed to provide the Soldier with additional time to schedule the procedure through the network provider. The surgery was scheduled for 19 July 2013. The Soldier was satisfied with the outcome.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
125984	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	7/9/13	09 Jul 2013 Soldier presents with CoC issues.	RESOLUTION	15/08/2013; After f/u with CSM (b)(6) on status of Soldiers case, it was found paperwork is being Routed to Housing and the Garrison CDR for Approval/Disapproval Requesting an Exception to the Policy, authorizing Soldier to move Off-Post. CSM (b)(6) explained the final decision maker is the Garrison CDR. I then contacted Soldier to address findings and case closure. Soldier understood, agreed, was pleased, thanked me and had no other concerns at the time. I will close case at this time, but continue to f/u until a decision has been made.
126325	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	7/12/13	12 Jul 2013: Fiance alleges CoC is harassing Soldier.	RESOLUTION	12 JULY 13: The Soldier was granted leave from 18 May-1 June 13 according to the counseling given by his squad leader (dated 26 June 13) because his mother was ill and later passed on (b)(6) (b)(6) The Soldier was having a hard time dealing with the passing of his mother in addition to other issues that transpired while he was on leave so he asked for a 9-day extension on his leave. The extension was granted and then the confusion started as to when the Soldier was supposed to report back to duty. The counseling statement from the squad leader stated that he attempted to contact the Soldier on 11 June numerous times (calling and leaving voicemails) with no response from the Soldier. On 14 June 13, the Soldier received a phone call from his wife stating the Soldier had taken medication and was asleep in addition to his phone not working properly for the last few days. The wife stated there was confusion about when the Soldier was to return to duty so the squad leader told the wife to tell the Soldier to call him immediately, but the Soldier did not call. The Soldier reported to duty on 20 June 13 at 0800 hrs., according to the company commander, CPT (b)(6) The Soldier stated he called on 19 June and spoke with the commander to let him know that he was heading back to Gordon and the commander told him okay and drive safely. The Soldier provided me a copy of his leave and earnings statement (LES) and in the remarks section, it stated that the Soldier was charged leave from 18 May-4 June (not 1 June as stated in the counseling statement) and he was considered AWOL from 11-19 June. I scanned a copy of the LES to the commander at Soldier's approval and outlined the actual days the Soldier was charged for leave and asked for an

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
126344	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	7/12/13	09 Jul 2013 Friend of the Soldier stated that the Soldier is being harassed by the chain of command	RESOLUTION	10 JULY 13: After the commander reviewed the LES, he verified that he did see that the Soldier was charged leave through 4 June versus 1 June, but the actual days he will be charged AWOL will be up to the BN Commander. I explained this to the Soldier and even though he was agitated, he seemed to understand.
126807	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	7/19/13	18 Jul 2013 Soldier presents with CoC concerns.	RESOLUTION	18/07/2013; I read the information from Soldier's Quarters Slip to CPT (b)(6) and he was in agreement that Soldier did not have to come in for SHARP Training but would insure he receives it on the make-up date. CPT (b)(6) thanked me for addressing Soldier's concern. I then contacted Soldier to address findings and case closure. Soldier understood, agreed, was pleased, thanked me and had no other concerns at the time.
126882	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	7/19/13	19 Jul 2013: CW4 (b)(6) feels his platoon sergeant lacks compassion, is abrasive, and is trying to bully him by writing him a counseling statement because the WTU Cdr countermanded the PSG's for him (CW4 (b)(6) to move to Bldg 318 for the convenience of SFC (b)(6) consolidating junior enlisted Soldiers in Bldg 330.	RESOLUTION	23 Jul 13: Follow up with CW4 (b)(6) He informed me that the WTU Cdr is handling the issue; therefore, he needs no further assistance. In closing, the Soldier is happy with the outcome of his case.
126963	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	7/22/13	22 Jul 2013 Soldier reports that he is being harassed by his squad leader due to the comments he has written on his CTP; Soldier is requesting to be moved to another company.	RESOLUTION	25 July 2013: Soldier reports that he is pleased with the outcome; according to the Soldier he just wanted his questions answered and they were.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
127407	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/26/13	23 Jul 2013 Soldier requested assistance with how to file a complaint against the CoC about misleading him about surgery	RESOLUTION	23 Jul 13: Soldier referred to IG
127428	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	7/26/13	22 Jul 2013 Dissatisfied with the way the chain of command handled his personal business	RESOLUTION	22 JULY 13: Informed the CSM and company commander of the the Soldier's concerns about the 1SG's actions. The company commander stated it is his discretion as to how many days the Soldier gets and the Soldier will get some days, but he's not sure if he will award him all of his days since he is possibly staying in the area or moving only 2 hours away.
127449	Active Army	Fort Leonard Wood	Complaint Against WTU Chain of Command	7/26/13	25 Jul 2013: Wheelchair bound WTU Soldier says his SL expects him to be at 0730 PT formation and he doesn't have a NMA to help him get dressed. With what he has to do to get prepared, he feels the expectation is impractical and senseless.	RESOLUTION	1 Aug 2013: Follow up with Soldier: Ensured he understands his SL has exempted him from making the 0730 PT or morning formation until he gets a NMA. The WTU PCM said he should make all formations, same as other Soldiers, when he gets a NMA. In closing, the Soldier is happy with the outcome of his case.
127615	Active Army	National Naval Bethesda, MD	Complaint Against WTU Chain of Command	7/30/13	23 Jul 2013 Soldier reports that his Chain of Command did not assist him upon his arrival at the WTB.	RESOLUTION	08/02/2013 - Spoke w/ (b)(6) social worker. Soldier is integrating well in "B" Co. He moved off post and is doing better.
127707	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	7/30/13	25 Jul 2013: CPT (b)(6) wants specific instructions in reference to his convalescent leave and appointments.	RESOLUTION	25 Jul 2013: I contacted (b)(6) his NCM and CPT (b)(6) his Commander. CPT (b)(6) stated that there was confusion with CPT (b)(6) behavior health appointments that were made before he entered the WTU. She stated that they have been taken care of and CPT (b)(6) can continue his convalescent leave at home and follow his physicians instructions. CPT (b)(6) is satisfied with the answer.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
127724	Active Army	Fort Riley	Complaint Against WTU Chain of Command	7/30/13	25 Jun 2013: SPC (b)(6) does not agree with the corrective training that his squad leader has assigned to him for being two hours and fifteen minutes late to gym detail.	RESOLUTION	02 July 2013: I met with SPC (b)(6). He reported that the 1SG has not contacted him about the corrective training. I went over to the company area. The 1SG and Commander were in a meeting. I met with SSG (b)(6) the Soldier's Squad Leader. SSG (b)(6) gave me a copy of SPC (b)(6) negative counseling statement. SSG (b)(6) reported that SPC (b)(6) has been late for gym detail an additional two times and missed a weekend call-in since he was written up for the 18 June 2013 incident. SPC (b)(6) does not have a history of mTBI. SSG (b)(6) reported that he also told the 1SG that SPC (b)(6) wanted to speak with him.
127782	Army Reserve	Fort Stewart	Complaint Against WTU Chain of Command	7/31/13	31 Jul 2013, Soldier would like to move from his Company leadership to another Company within the WTB.	RESOLUTION	Date 13 Aug 2013, The issue was brought to the First Sergeant's attention by the Ombudsman; the First Sergeant informed me that she was very much aware of the problem. First Sergeant stated that she and the Company Commander would sit down with this Soldier this week and try to work things out; both feel that its at the Platoon Sergeant and Squad Leader level.
127896	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	7/31/13	25 Jun 2013 issues with the C2 not taking care of him and "threatening his benefits" and not allowing him to see his family as well as taking the keys to his vehicle without cause.	RESOLUTION	19 Aug 2013 the Soldier still has not had any movement on any of his stuff, he knows he can contact me for advice, but he does not want to do anything as he thinks they will keep getting after him. I will continue to monitor his progress and be available if he needs my assistance.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
128013	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	8/1/13	01 Aug 2013 Soldier with Squad Leader and Social Worker came to see me with a complaint against the 1SG. The Soldier feels that the 1SG is singling her out. He corrected her for her hair being "too big" when the Soldier next to her had hair that was longer and in disarray. The Squad Leader corroborated the Soldiers statement.	RESOLUTION	7 Aug 13. The 1SG has directed one of the female NCOs to assist the Soldier with her understanding of the regulation and standard.
128258	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	8/5/13	05 Aug 2013 Soldier states that the unit is still harassing him	RESOLUTION	5 AUG 13: I contacted the Soldier's psychiatrist and shared the Soldier's concerns. She stated she was aware and he informed her (b)(6) (b)(6) (b)(6) I then informed the BN Surgeon so he could look into the C2 side and see why they are pushing so hard for the Soldier to be released (b)(6) I talked to the Soldier and followed up to ensure he returned to (b)(6) and he had.
128332	Active Army	Fort Hood	Complaint Against WTU Chain of Command	8/6/13	06 AUG 2013: Soldier and his wife came in upset that an answer has not been given for Soldier's application to The National Intrepid Center of Excellence (NICoE) which starts in 3 days.	RESOLUTION	6 AUG 13: Soldier was approved for the 15 Jul - 9 Aug. Ombudsman spoke with wife today and she states she will be leaving 7 Aug to return and her husband will return on Friday 9 Aug.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
128369	Army Reserve	Fort Leonard Wood	Complaint Against WTU Chain of Command	8/6/13	06 Aug 2013: Soldier says his SL informed him that the TBI class is at 1300 in the hospital, but couldn't tell him where at in the hospital. This is concerning to the Soldier, since Soldiers are held accountable for being at a specific location at a specified time. Soldier wants to know: If WTU Soldiers are held accountable for being at the TBI class at a specific time, why can't leadership tell them the specific location?	RESOLUTION	9 Aug 13: Follow up with Soldier: Told Soldier that I brought the issue to his PSG's attention and the issue was rectified. Soldier also knows the WTU 1SG addressed the issue with PSGs. Discovered the Soldier met with the WTU Cdr on his open door policy and discussed the issue above and other concerning issues. In closing, the Soldier is pleased with the outcome of his case.
128394	Army Reserve	Fort Leonard Wood	Complaint Against WTU Chain of Command	8/6/13	06 Aug 2013 Soldier alleged that his WTU PSG, SFC (b)(6) told PSG members that they can't see the Ombudsman or the Patient Advocate without going through him first. This is concerning to the Soldier. He alleges the PSG severely lacks compassion, thus, is the major stressor for Soldiers within the PSG.	RESOLUTION	9 Aug 13: Follow up with Soldier: Soldier informed me that he met with the WTU Cdr on his open door policy; he mentioned the issue above and other issues. The WTU Cdr told him that he was made aware of the issue by staff member and has already addressed the issue. He made it clear that Soldiers can feel free to meet with the Patient Advocate or the Ombudsman without informing cadre members. In closing, the Soldier stated that he's happy with the outcome of his case.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
128431	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	8/6/13	06 Aug 2013 The Soldier is being directed to return to the WTB after having been transferred into the remote care setting, but states that he needs time to store HHG, terminate his lease agreement, and properly disposition his POVs.	RESOLUTION	7 Aug 2013: The Soldier voiced understanding and was satisfied with the outcome.
128464	Army National Guard	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/7/13	07 Aug 2013. He has complaints about the sqd ldr "harassing" him and wants to know why he does not qualify for PH.	RESOLUTION	7 Aug 2013 we discussed the issues he came to me about, he is going to see how things go and if needed will come back to me and we will then deal with the issues in a different manner.
128465	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	8/7/13	07 Aug 2013: A senior ranking Soldier alleged: During morning formation, a WTU PSG, SFC (b)(6) informed Soldiers to be at the CG's Townhall Meeting at 1330. Then he said, "That's 1330 o'clock for you National Guard and Reserve Soldiers." Soldier said, his comment is inappropriate and offensive to National Guard and Reserve Soldiers.	RESOLUTION	8 Aug 13: Met with the WTU Cdr and discussed issue above and other concerning issues involving SFC (b)(6) Confirmed that the Cdr is aware of alleged issues and has spoken with SFC (b)(6) Followed up with Soldier and informed him that the Cdr is aware of the issue above and has addressed the issue with SFC (b)(6) In closing, the Soldier stated that he's happy that the issue was addressed and expressed confidence in the WTU Cdr setting the tone to ensure SFC (b)(6) doesn't repeat the offense.

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
128566	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/8/13	07 Aug 2013: Soldier stated that he feels that his squad leader is treating him unfairly. Soldier stated that his squad leader calls him out of his name. Soldier stated that when he ask his squad leader for any kind of assistance he barks at him and stressess him out	RESOLUTION	15 AUG 2013: I spoke with the Chain of command and expressed the Soldiers concerns. The squad leader seemed very receptive and concerned for the Soldiers well being. I observed the Soldier at formation and around the company area he seemed very upbeat. I asked the Solder how he was doing he stated that he was doing very well.
128647	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	8/8/13	06 Aug 2013: Soldier requested assistance with being flag for overweight. Soldier stated she hasn't been counseled or refer to nutrition clinic before being flag	RESOLUTION	14 Aug 13: Spoke with 1SG (b)(6) and she stated she spoke with CPT (b)(6) and she stated CPT (b)(6) said she told Soldier if she remove flag and Soldier didn't met height/weight standard at next weight she would be flagged and recommended for chapter. Ombudsman Battle email 1SG (b)(6) ALARACT 159-2012 Enlisted Administrative separation processing- Final Medical Disposition and referred her to AR 600-235. Received a call from 1SG (b)(6) stating Soldier erroneous flag will be removed. Soldier briefed.
128651	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	8/8/13	06 Aug 2013: Soldier requested assistance with her profile being violated	RESOLUTION	14 Aug 13: Contacted LTC (b)(6) (C, DODH approving authority for P3) and stated Soldier concern. LTC (b)(6) stated no doesn't mean Soldier can't wear the uniform at all, it means for no more than 12 hours. Soldier briefed and is not satisfied.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
129441	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	8/16/13	15 Aug 2013: Soldier requested assistance with not entering the building where HHC, WTB is located	RESOLUTION	16 Aug 13: Contacted LTC (b)(6) and informed him that Soldier is under the impression the incident he was referring to in May was an informal complaint and the resolution was she didn't have to enter the building. Soldier stated when she go to the building to see social worker her case manager escorted her in the building and the social worker escorted her outside the building to keep her anxiety level down. Received a call from Soldier stating she was upset and in the parking lot in front of SFAC. Soldier stated she came in for her high risk counseling and was told she had to come back at 1130 hrs because CDR was in meeting. Contacted CPT (b)(6) and stated Soldier concern. Ombudsman went to parking to meet with Soldier, CPT (b)(6) and SSG (b)(6) (SL) met Ombudsman and Soldier in parking lot. CPT (b)(6) spoke with Soldier and informed her that she didn't have to go in the building and they would make arrangements for her to key to vehicle.
129586	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	8/19/13	19 Aug 2013: Soldier says his SL, SSG (b)(6) gave him a counseling statement for a VA debt collection issue that he never informed him about or asked for his help. Soldier says his SL is harassing him about an issue that he obviously should have no involvement in.	RESOLUTION	22 Aug 13: Follow up with Soldier: Gave Soldier and spouse a copy of the Notice of Disagreement Ltr and VA Form 5655 to mail to the VA. Soldier and spouse immediately when to the post office and mailed documents to the VA. In closing, Soldier stated he's happy with the outcome of his case.
129641	Active Army	Fort Bliss	Complaint Against WTU Chain of Command	8/19/13	19 Aug 2013: The Soldier perceives the WTU CoC is harassing him and others in the unit.	RESOLUTION	19 Aug 2013: The Soldier is considering his options and may elect to submit an ICE report. He remains dissatisfied with the CoC.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
129678	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	8/20/13	19 Aug 2013: Soldier expressed displeasure about his SL, SSG (b)(6) pulling him off tomorrow's LORA trip -- today -- that the WTU OT approved him to go on. Soldier's displeasure stems from being pulled off a coordinated and approved trip at the 11th hour to attend a nutrition class that's offered more than once a month.	RESOLUTION	20 Aug 13: Follow up with Soldier: Confirmed that he and his spouse were allowed to attend the LORA trip as originally scheduled. Confirmed that the Soldier will attend the nutrition class at a later date. In closing, the Soldier is happy with the outcome of his case.
129787	Army National Guard	Fort Campbell	Complaint Against WTU Chain of Command	8/21/13	21 Aug 2013: Soldier alleges harassment by COC.	RESOLUTION	15 OCT 13: WTB commander on the 10th of OCT brief 1LT (b)(6) and the B CO WTB COC on the finding of the 15-6 investigation in reference to the alleged harassment by the COC/Cadre member. The finding by the Investigating Officer (IO) was that the allegation were unfounded and that the incident that occurred between 1LT (b)(6) and a SGT cadre staff member, about eight or nine months ago, was judge to be, "Conduct Unbecoming of an Officer and NCO", in the exchange between the two individuals. Both the Officer and the NCO are receiving written counseling for their actions.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
130000	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	8/22/13	22 Aug 2013: SPC (b)(6) requests assistance with outprocessing the WTU.	RESOLUTION	<p>22 Aug 2013: I spoke with his Squad Leader SSG (b)(6) his AW2 rep (b)(6) his VA MSC (b)(6) and his Social Worker at the VA. He was also discussed in the Triad of Care meeting with the Chain of Command. SSG (b)(6) stated that SPC (b)(6) is not in the WTU and that he belongs to the VA because he is now in their STAR program (b)(6) SSG (b)(6) states that the WTU Cadre and Staff must get permission from (b)(6) to assist SPC (b)(6) with issues that have to be resolved at Ft. Eustis. SSG (b)(6) states that he checks on him weekly and goes to Richmond to bring him back to Ft. Eustis to address any issues or concerns. I explained this to SPC (b)(6) SPC (b)(6) admitted that he gets confused and doesn't understand everything concerning his transition. I told him to call me when he gets confused about anything and that I will get him to the SME of his concerns. I also called his social worker at Richmond and she was satisfied that we can work as a team to assist SPC (b)(6) with any further concerns. SPC (b)(6) was properly out processed and I called the VA MSC and the AW2 rep to make sure that he outprocessed there offices. SPC (b)(6) is satisfied that he may call me for any issue.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
130090	Active Army	Fort Sam Houston	Complaint Against WTU Chain of Command	8/23/13	24 Jul 2013: MEB/PEB Issues.	RESOLUTION	<p>15 Aug 13: Contacted caller. Caller upset over perceived treatment of son (b)(6) at Fort Campbell MTF. Contacted Fort Campbell ombudsman, (b)(6) Message from (b)(6) on 24 July 13: I just spoke with Dr. (b)(6) WTB Physiatriist. She did see the Soldier this morning. She says that she may have been late for the appointment. She states that she did not text anyone at that time nor at any time up to this time of 1605hrs 24/07/2013. The Soldier ultimately got up and left before his appointment was complete because he wasn't getting what he wanted. He was complaining to Dr. (b)(6) that other Soldiers are getting more disability than he is, he is seeking a diagnosis for benefit of additional compensation from the Army. Dr. (b)(6) reports that (b)(6) (b)(6) (b)(6) As I stated earlier in our phone conversation, I had just spoken with CP (b)(6) Senior Nurse Case Manager for B Company WTB. She was sharing with me that the Soldier had also been to see her to complain that he was not getting help. He stated that he had been trying to get medical records from Korea, and that no one would help him. While the Soldier was setting with the NCM she called the records section to see if there was a new requirement to request records. The employee at the records section stated that all the Soldier had to do is submit a request. Soldier then stated that he wanted inpatient records from Korea. (As you know those are maintained at your location). He is looking inpatient records that he states shows that he was treated for TBI. SP (b)(6) also saw (b)(6) last week requesting assistance in getting his records. (b)(6) ment in</p>
130209	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	8/26/13	26 AUG 2013: Soldier feels he is being harassed by COC.	RESOLUTION	<p>6 SEP 2013: Follow up conversation with Soldier revealed he was doing much better and that he has had no additional concerns with Chain of commansd since we last spoke. Soldier states things are going well and I have no issues at this time.</p>
130267	Active Army	Fort Carson	Complaint Against WTU Chain of Command	8/27/13	08 Aug 2013, (b)(6) requested assistance for her daughter regarding unfair treatment.	RESOLUTION	<p>8 Aug 13, I advised the Family of my furlough the following day, but offered follow on assistance the following week. I received confirmation from Mom and the Soldier in the form of a text. They were more at ease. I asked that they contact me further as needed.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
130423	Army Retired	Fort Riley	Complaint Against WTU Chain of Command	8/28/13	27 Aug 2013 : LTC (b)(6) reported that as he was unable to sleep last night, he posted a statement on Western Region's Facebook page. He reported that someone from that page sent him a PM, to which he reported that he replied about his well-known and well-documented concerns about MG Thomas, COL (b)(6) LTC (b)(6) CPT (b)(6) and Dr. (b)(6)	RESOLUTION	LTC (b)(6) reported that he also posted a comment to COL (b)(6) public FB page. I am entering this issue into AWCTS in case (b)(6) FB posting generates interest from higher echelons. Please see the new files about (b)(6) that have been uploaded into AWCTS. I meet with (b)(6) usually a minimum of three times a week, every week. I met with him twice last Friday, and once the day before yesterday.
130435	Active Army	Fort Hood	Complaint Against WTU Chain of Command	8/28/13	27 Aug 2013 - Soldier frustrated that chain of command is delaying her approval of leave/PTDY. as requested and she is being told that they will not allow her to use all her authorized leave and PTDY..	RESOLUTION	29 Aug 13- Soldier was approved to use her accrued leave and 20 days PTDY but still wants to extend NLT by 2 days to 20 Nov. 4187 will be submitted by command to PDA but will most likely recommend disapproval as they do not feel Soldier has justified reason to extend since she is being allowed maximum use of accrued leave and PTDY.
130510	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	8/29/13	29 Aug 2013, Soldier observed another Soldier been mistreated in HHC HQ Co by the SQ Leader.	RESOLUTION	23 Sep 13, MAJ (b)(6) was very please with the results.
130537	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	8/29/13	28 Aug 2013: CW3 (b)(6) requested a meeting with the WTB BN CDR and B CO CDR to "clear the air."	RESOLUTION	Wednesday, 11 September 2013: Please also see the other issues for CW3 (b)(6) I met with the Soldier. He reported that he was paid on the 1st. He reported that he no longer wants to meet with either the CO CDR or the BN CDR as he does not have any concerns at this time. I asked him to let me know if anything changes.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
130590	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	8/29/13	28 Aug 2013: NCO call and requested assistance with his COC/ NCO states that his COC is trying to stop him from going (b)(6) (b)(6) (b)(6) for his court. states that his unit is listening to his ex-Spouse and she is providing the unit false information.	RESOLUTION	6 SEPT 13: NCO was cleared by the WTB SWS provider and unit completed his leave from to attend his court date. (b)(6) (b)(6) (b)(6)
130665	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	8/30/13	28 Aug 2013: Soldier requested assistance with false information being given to personnel at DD 214 section. Soldier stated he feels like he is being harass for fighting for leave he has earned	RESOLUTION	29 Aug 13: Soldier briefed and is not pleased. Soldier stated he asked to speak with the WTB CDR and was informed he didn't want to speak with him but CPT (b)(6) will speak with him. Soldier stated he didn't want to speak with CPT (b)(6) Soldier stated he didn't want Ombudsman to address issue any further.
130887	Army National Guard	Fort Campbell	Complaint Against WTU Chain of Command	9/4/13	04 Sep 2013: Soldier sister called WSFH and states that Soldier (Sister) is being harassed by WTU Chain of Command. WSFH dated 30 August 2013.	RESOLUTION	15 OCT 13: The WTB commander met with 1LT (b)(6) and the COC from B CO WTB to provide the findings and recommendations from the 15-6 Investigating Officer(IO). The results of the investigation findings were that the alleged allegation of harassment by the B CO COC was unfounded. The WTB BC had noted an indecent that occurred about eight or nine months ago between 1LT (b)(6) and a WTB Cadre staff member, were the two individuals had a verbal exchanged. The WTB BC had both individuals counseled for both of their conduct were "unbecoming of an Officer and a NCO", and both were counseled to not have contact with each other. The NCO is no longer a Cadre member, however, he is currently in the WTB as a Wounded Warrior.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
131371	Active Army	Fort Hood	Complaint Against WTU Chain of Command	9/9/13	09 Sep 2013: SM came to our office regarding complaint against his COC.	RESOLUTION	The repeated difficult deployment that his supervisor sent him on affected his ability to cope. These caused trigger points with any supervisor that was african american woman with greater or equal rank. These triggers points happened several times while deployed. Unit XO counseled Soldier on EEO violation when really the cause was part of his PTSD and recovery. SM had appointment with Brigade Commander who tore the counseling statement up due to this was not an EEO problem but a coping skill. SM has been moved to another supervisor in another platoon.
131384	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	9/9/13	09 Sep 2013 WTU Soldier's leave has been denied because he is receiving an Article 15.	RESOLUTION	09/30/2013 Soldier has cleared, no action required.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
131817	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	9/13/13	05 Sep 2013: Soldier and Family Member requested assistance with how WTB handles business and not keeping Soldier informed.	RESOLUTION	<p>06 Sep 13: Received email from CPT (b)(6) stating: The date on the 600-9 regulation is 28 June 2013. It is, in fact, a new regulation that has just been implemented. CPT (b)(6) explained this to Soldier and his wife yesterday directly, He do not know why they told Ombudsman otherwise. His PSG was in my office and told them the same. All Soldiers in my Company were notified of the new regulation at the weigh in on July 18th. Soldier was notified then of the new regulation, but in order to allow the Soldiers a chance to adapt, the weigh in that was conducted in July was to warn them if they were overweight. Soldier was present, therefore he received the briefing on the new regulation that was given at that time and that we would begin enforcing it in August. They were unable to schedule a weigh in during August, so 3 SEP 13 was the first weigh in under the new regulation. All Soldiers were notified of this, including Soldier. If a Soldier is on quarters, they must get their quarters slip to us. They can scan and e-mail it to their Squad Leaders also. Without a specific date/time, I cannot address this issue directly. CPT (b)(6) do know that he have never seen a quarters slip for Soldier since he has been in Command. If, at any time, Soldier needs assistance and is on quarters, we are more than willing to get him the assistance he needs. As far as the formation is concerned, again it seems the story is not totally accurate. We had a Urinalysis at 0700 on Thursday last week. We held a formation for all Soldiers for the urinalysis. Soldier did not report to the formation. When his Squad Leader attempted to check on him, it was at approximately 0715. Soldier told his SL that he was in too much pain to be at the formation. He was</p>

Chain of Command WTU Complaints

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131894	Active Army	Fort Hood	Complaint Against WTU Chain of Command	9/13/13	09 Sep 2013 - Soldier's COC, BDE CDR denied surgical procedure due to the fact Soldier is in MEB/PEB process	RESOLUTION	27 Sep 13 - The Soldier's ratings were completed by DRAS and sent back to the PEB. PEB has not downloaded the case to complete; however, the update was provided to COL (b)(6) DCCS, who sent email that stated he had notified COL (b)(6) WTB CDR, that he authorized the Soldier to get the defective stimulator removed. Soldier was notified of the decision.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
132221	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	9/18/13	17 Sep 2013: The Soldier believes that he is being harassed by his CoC and disagrees with the pending UCMJ action which is being appealed.	RESOLUTION	17 Sep 2013: The Soldier voiced understanding and met with the Legal Assistance Office and is satisfied with the outcome.
132291	Active Army	Fort Riley	Complaint Against WTU Chain of Command	9/19/13	17 Sep 2013: SPC (b)(6) reported that the WTB BN Commander only granted him 10 days of PTDY for his terminal leave instead of the 20 days of PTDY that he requested.	RESOLUTION	SPC (b)(6) received the full 20 days PTDY. His retirement date out of the Army was (b)(6)
132334	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	9/19/13	20130919-1155 MST-SM has complaint against COC.	RESOLUTION	20131001 1000MST- O/A 20130926-A sensing session was held by the WBAMC Commander and CSM. SGM (b)(6) was satisfied that the CMD reacted ASAP. SGM (b)(6) is glad that hopefully this will put light on the issues at the WTB and help his younger SM transition smoothly without stress or ridicule. SGM (b)(6) is still not satisfied with the outcome until command is removed. But will not prusue anymore.
132459	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	9/20/13	20 Sep 2013, SPC (b)(6) came to me and stated his Company Commander is restricting him from seeing his wife and child stating that there will be no contact between them.	RESOLUTION	18 Oct 2013, I spoke with SPC (b)(6) and he's very pleased with the Ombudsman's help.
132562	Army National Guard	Fort Campbell	Complaint Against WTU Chain of Command	9/23/13	23 Sep 2013: Soldier alleges harassment by NCM	RESOLUTION	26 Sep 2013: The record reflects that the Soldiers NCM worked diligently to insure the Soldier had the referrals he wanted or needed. There is no evidence to support that Soldier's assertion that the NCM was unprofessional, or had accused the Soldier of malingering or drug seeking. Article 15 was initiated by the A Co Commander, not the NCM, and all charges and specifications were supported in writing.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
133044	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	9/27/13	24 Sep 2013: PFC (b)(6) reported that his Company Commander and his Platoon Sergeant told him that he cannot take leave for six months, starting from August 2013 (FG AR 15 +UA) because it is part of his Article 15 punishment.	RESOLUTION	PFC (b)(6) has since been allowed to go on leave.
133158	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	9/30/13	26 Sep 2013 Received a phone call from the Spouse of SPC (b)(6) stating the Company Commander has threatened to stop their SCAADL unless she is with her husband 24hrs a day to include 0600 formations.	RESOLUTION	28 Oct 2013 Follow-up conversation with Lead Ombudsman CSM (b)(6) had received my request for assistance and will handle the issue. The Soldier's SCAADL benefits are not in jeopardy and this is not the lane of the Company Commander as he is not the approving authority for SCAADL.
133278	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	9/30/13	20 Sep 2013 Soldier contacted me with the concern that he is stress out and he feel he is not being treated unfairly by the unit, especially by the 1SG.	RESOLUTION	24 Sep 2013 I contacted the WTU Commander I explained the Soldiers concern and I also shared with the WTU Commander how he is being perceive in the eyes of his Soldier. He thanked me for telling him how he is being perceived. Then he stated he will meet with the Soldier and address his concerns. I contacted the Soldier back and I expressed to him that I spoke with the WTU Commander and he will be scheduling a meeting with him to discuss his concerns. He thanked me for my assistance. Case Closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
133292	Active Army	Fort Riley	Complaint Against WTU Chain of Command	10/1/13	30 Sep 2013: SGT (b)(6) reported that his 4th platoon squad leader, SGT (b)(6) is frequently "rude" to him.	RESOLUTION	30/09/2013: Meeting at the B Co CDR's office. Attending: SGT (b)(6) SGT (b)(6) SQL SFC (b)(6) PLT SGT and acting 1SG CPT (b)(6) Commander myself (b)(6) filed an ICE complaint earlier today against CPT (b)(6) and the NCO's in her husband's platoon. She was also displeased that her husband did not get today off as expected. SGT (b)(6) showed all of us the text message from SGT (b)(6) that SGT (b)(6) found to be offensive. SGT (b)(6) stated: "I might have over-reacted." Command discussed that the reported comp day offer was never approved. CPT (b)(6) reported that SSG (b)(6) reported that he (SSG (b)(6) never offered time off or comp time to the Soldier for volunteering at the SFAC function last Saturday. SGT (b)(6) stated that he did not have any other concerns at that time. I met with SGT (b)(6) after the meeting. All okay for now.
133294	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	10/1/13	30 Sep 2013: Soldier requested assistance with finding out if he has to come in off his leave to change barracks rooms.	RESOLUTION	30 Sep 13: Contacted SFC (b)(6) (acting 1SG) and stated Soldier concern. SFC (b)(6) stated Soldier could wait and change rooms when he comes off leave. Soldier briefed.
133295	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	10/1/13	27 Sep 2013: Soldier requested assistance with his personal privacy being violated	RESOLUTION	09 Oct 13: Soldier and Family Member met with SHARP representative and file a formal complaint. Soldier and Family Member are schedule to meet with COL (b)(6) on 11 Oct 13.
133562	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	10/3/13	03 Oct 2013; Soldier presents with feeling he is being harassed.	RESOLUTION	03/10/2013; CSM (b)(6) stated although the Policy Letter states Soldiers are authorized to wear their Berets, the 1SG has the authority to dictate the uniform that will be worn in Formation. CSM (b)(6) stated, he thought he was clear in what was said during the meeting. CSM (b)(6) also informed me after their discussion, Soldier insisted on wearing his Beret to Formation. I then contacted Soldier address findings and case closure. Soldier understood, agreed, was pleased, thanked me and had no other concerns at the time. Soldier states the information was not explained to him in this manner before and now he is clear on it.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
133842	Army Reserve	Brooke Army Medical Center	Complaint Against WTU Chain of Command	10/8/13	07 Oct 2013 received email from MAG that during a training session held at BAMC recently an E-6 reported to the instructor of the class that she no longer trusted her Command or anyone for that matter. The instructor acknowledged her answer and continued to teach. Requested to reach out to Charlie Company WTU at BAMC and follow up.	RESOLUTION	18 Oct 2013 I met with the WTB CSM and also later discussed the trust issue with the BN CDR about the Soldier's Company CO and 1SG. They both acknowledged awareness of the situation. Also spoke to the Company CO, 1SG and asked what may be a way/s in which they could improve and foster trust in the unit. One suggestion was to allow SMs to exercise the open door policy and be able to share their concerns without fear of reprisals/retaliations starting with the SM's squad leader and platoon sergeant. That information shared would not be used against SM later on.
134120	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	10/10/13	09 Oct 2013 the Spouse, (b)(6) called me very upset over what a squad leader had said and done to her while she was trying to get her husbands medications at the Pharmacy.	RESOLUTION	10 Oct 2013 Both myself and CM tried yesterday and today to contact the spouse. Will close and continue to monitor this case thru his retirement date.
134297	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	10/14/13	07 OCT 2013: Soldier is being placed on Staff Duty and he states physically and mentally he cannot do.	RESOLUTION	1 NOV 2013> Spoke with Soldier he has had no further issues in regards to pulling duty or details.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
134338	Army National Guard	Fort Campbell	Complaint Against WTU Chain of Command	10/15/13	11 Oct 2013: Sister of Soldier wrote very intense letter in reference to the way her sister (1LT (b)(6) is being treated. Please see attachment.	RESOLUTION	23 OCT 13: Soldier was provided a copy of the Article 138 redress to the inquiry that she requested relating to the 15-6 investigation findings that was presented to her on the 10th of OCT. The 1LT informed the commander that she was considering filing a congressional inquiry in this matter. The Soldier was seen by the WTB SWS Supervisor on the 22nd of OCT with the following insights/recommendations (b)(6) (b)(6) However, the Soldier is angry due to her perceptions of how she has been treated in the unit and how some of her issues/concerns have not been addressed to her satisfaction. Soldier agreed to sign up for the WTB Anger Management Group sessions starting on the 23rd and will meet every Wednesday from 1300 - 1500. Soldier has agreed to meet with WTB SWS supervisor once a week. There is no recommendation for inpatient treatment at this time.
134607	Army National Guard	Fort Eustis	Complaint Against WTU Chain of Command	10/17/13	07 Oct 2013: SSG (b)(6) requests assistance with communicating with her Chain of Command.	RESOLUTION	9 Oct 2013: I contacted her Squad Leader SSG (b)(6) and 1SG (b)(6) SSG (b)(6) and 1SG (b)(6) both stated that they do not believe that her behavioral health diagnosis had any influence on her decision to disrespect SSG (b)(6) by walking away from him while he was talking to her and using profanity. However, they both stated that if her Behavioral Health provider supports that her behavioral health diagnosis did influence her decision to be disrespectful, they would consider this when determining punishment. They are still proceeding with a suspended company grade article 15 . According to Army Regulation 600-8-2 SSG (b)(6) was not flagged illegally. SSG (b)(6) is not satisfied that she will still face UCMJ but is satisfied with my assistance.
134717	Active Army	Fort Hood	Complaint Against WTU Chain of Command	10/18/13	18 Oct 2013: SM came to our office for assistance regarding Complaint against his COC	RESOLUTION	18 Oct 2013: Several phone calls were made to SM no return call to the writer.

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
134825	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	10/18/13	15 Oct 2013: SFC (b)(6) requests to be switched to another platoon. He's alleged he's having issues with his PSG, SFC (b)(6) . . . feels he's being singled out and harassed . . . convinced SFC (b)(6) main objective is to get him kicked out of WTU.	RESOLUTION	23 Oct 13: Followed up with Soldier and verified he spoke with the WTU 1SG, who determine he will remain in his current PLT. Although he's remaining in his current PLT, the 1SG will continue to monitor the situation and PLT climate. In closing, the Soldier is not happy that the 1SG didn't move him; however, he's happy that the 1SG is aware of the situation.
135097	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	10/23/13	23 Oct 2013 WTB Soldier does not feel he should be counseled for missing 2 appointments.	RESOLUTION	23/10/2013 Explained to Soldier that he should get with Nurse Case Manager and have her verify to Command that he was not aware of 1st missed appointment. Explained to Soldier that being late to an appointment is considered a 'no show' by the MTF. Advised Soldier to meet with Squad Leader. Informed Soldier that the Ombudsman will not attempt to stop the meeting with his Company Commander in order for the Soldier to participate in a golf game. Soldier understood and will see his squad leader. No further action required.
135338	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	10/25/13	18 Oct 2013: Soldier requested assistance with finding out why she has been placed on a limited movement order/administrative restrain	RESOLUTION	18 Oct 2013: Received an email from LT (b)(6) stating effective today (18 October, 2013), the administrative restrain order has been removed. Received a call from Soldier stating CoC had informed her administrative restrain was removed.
135339	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	10/25/13	18 Oct 2013: Soldier requested assistance with being harass by SFC (b)(6) (PSG)	RESOLUTION	23 Oct 2013: Spoke with 1SG (b)(6) and she stated she has addressed the use of profanity with cadre. Soldier briefed.
135467	Active Army	Fort Hood	Complaint Against WTU Chain of Command	10/28/13	23 Oct 2013- Soldier and spouse very upset about the lack of communication that resulted in his inability to transfer his GI Bill prior to medical retirement.	RESOLUTION	25 Oct 13- Per III Corps Retention after consulting with Army G-1, Soldier's only recourse is to address through ABC-MR. Advised WTB Bde CDR and Retention NCO about Soldier's dissatisfaction with how this was handled and feels the process needs to be reviewed.

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
135525	Army Retired	Fort Riley	Complaint Against WTU Chain of Command	10/29/13	24 Oct 2013: LTC (b)(6) wanted to discuss his most recent communications with (b)(6) at the DoD IG's office about his reprisal claim against the previous IACH Commander and against the current WRMC Commander for events that occurred in 2011. A copy of his email to the DoD IG is in the Attachments section. This is a well-known issue to local command.	RESOLUTION	24 Oct 2013: LTC (b)(6) wanted to discuss his most recent communications with (b)(6) at the DoD IG's office about his reprisal claim against the previous IACH Commander and against the current WRMC Commander for events that occurred in 2011. A copy of his email to the DoD IG is in the Attachments section. This is a well-known issue to local command. 03 December 2013: I met with (b)(6) this morning. He has decided to let this issue from 2011 go.
135847	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	11/1/13	30 Oct 2013: SPC (b)(6) reported that he feels "stressed" because he has been given four days to clear prior to REFRAD back to his home unit. He reported that he needs more time to clear.	RESOLUTION	30 Oct 2013: SPC (b)(6) reported that he feels "stressed" because he has been given four days to clear prior to REFRAD back to his home unit. He reported that he needs more time to clear. He reported that other soldiers who are getting out of the Army get 10 days to clear. I explained that as he is a Reservist who is simply returning to duty back to his home reserve unit, he places that he needs to clear are much less than for soldiers who are active duty or for reserve component Soldiers that are leaving the Army. I advised him to meet with his Squad Leader and with his Platoon Sergeant immediately to tell them that he feels overwhelmed and to ask for their assistance. He agreed to so do.
135885	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	11/1/13	01 Nov 2013: Soldier states that he is not getting all of his treatment from the CBWTU	RESOLUTION	26 NOV 2013: The Soldier had a MRI on his left shoulder and his REFRAD is still pending until 1 Dec. Called to speak with the Soldier, but no answer, no voicemail picked up.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
135888	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	11/1/13	21 Oct 2013 Soldier contacted me with the concern that the 1SG embarrassed him by stating that he stinks, in front of the Finance Coordinator. Soldier asked if I could intervene because the 1SG is treating him disrespectfully.	RESOLUTION	22 Oct 2013 I contacted the 1SG I explained the Soldiers concern. The 1SG stated he did ask the Soldier did him smell or something because the Finance Coordinator was spraying deodorizer in her office. However he did not realize that the Soldier took offense to what he said. I also spoke with the Finance Coordinator and she explained that yes it was said but she did not think the 1SG was trying to embarrass the Soldier. I contacted the Soldier back I shared my conversation with the 1SG and the Finance Coordinator. I also shared with him I did not think the 1SG was purposely trying to disrespect him. I also shared with him that the 1SG informed me that he will watch what he say to the Soldier. I asked the Soldier was he satisfied he said yes. Case Closed.
135897	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	11/1/13	21 Oct 2013: Soldier states he is being forced to wear boots when it hurts his toe	RESOLUTION	05 NOV 2013: Went to Radiology to check so see what type of x-ray the Soldier was scheduled for and he is scheduled for a bone scan on his foot on (b)(6) Have contacted the Soldier and sent the NCM a note reference this appointment.
135928	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	11/1/13	25 OCT 2013: Soldier has problems with NCM in HHC	RESOLUTION	26 NOV 2013: Received an email from the NCM stating that the Soldier's alleged narcotic use is still being considered/investigated prior to his packet being sent forth for consideration for a CBWTU. The TRIAD for 12 November did not take place because the PCM was out. I am closing the case, but will continue to follow it through to a final decision is made to send the Soldier to the CBWTU or keep him at Gordon.
135962	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	11/3/13	25 Oct 2013: Soldier requested assistance due being harassed by his Platoon SGT and no support from the COC.	RESOLUTION	04 Nov 2013: Ombudsman had a conversation with the WTU CSM (b)(6) and he reported that the Soldier was processed for a chapter. Ombudsman was informed by LTC (b)(6) that Soldier had been Chaptered out of the Army and was not provided with any health care and that it was his choice, rather than go to jail. Case Closed
135963	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	11/3/13	23 Oct 2013: Soldier came as a walk in to request assistance due to lack of support from his Chain of Command.	RESOLUTION	25 Sep 2013: Soldier stated feeling good about the meeting with the Chain of Command and looking forward to a better living environment and better treatment by the Cadre. Case Closed

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
135964	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	11/3/13	23 Oct 2013: Soldier stated that he was requesting assistance because he was a Soldier in the WTU and he has no support for the Chain of Command and he states that they are not trustworthy.	RESOLUTION	25 Sep 2013: Soldier stated feeling good about the meeting with the Chain of Command and looking forward to a better living environment and better treatment by the Cadre. Case Closed
135965	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	11/3/13	23 Oct 2013: Soldier requested Ombudsman assistance with lack of support, compassion and respect from the Chain of Command.	RESOLUTION	25 Sep 2013: Soldier stated feeling good about the meeting with the Chain of Command and looking forward to a better living environment and better treatment by the Cadre. Case Closed
135998	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	11/4/13	04 Nov 2013 WTB Soldier feels the leadership in his Company does not care about Soldiers, treats them like garbage and talks down to them. Told him too many Soldiers are trying to game the system.	RESOLUTION	18/11/2013 Spoke with Soldier after his follow up with Primary Care Provider. ST is feeling and doing much better at this time. Soldier thanked me for listening. Soldier know the Ombudsman is always available for him.
136132	Active Army	Fort Riley	Complaint Against WTU Chain of Command	11/5/13	28 OCT 2013--SPC (b)(6) presented to the office reporting unfair treatment from his immediate supervisor.	RESOLUTION	30 OCT 2013--Because SPC (b)(6) was identified on the weekly WTB High risk list, I made the command team aware of my visit with the SM. I was advised that SPC (b)(6) was pending UCMJ action for multiple reasons and that there is consideration to move him to another platoon per his request, to get away from SFC (b)(6) CPT (b)(6) indicated that upon completion of SPC (b)(6) extra duty, he would then transfer him to another platoon. 14 NOV 2013 I conducted a follow up with SSG (b)(6) and he reported that PFC (b)(6) is doing "ok" and has settled down since he is aware that he would be moving to another platoon.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
136495	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	11/8/13	01 Nov 2013: SSG (b)(6) states that her command is rushing her out of the Military which she states is causing her anxiety.	RESOLUTION	4 Nov 2013: I spoke with her PSG SFC (b)(6) and her SQD LDR SSG (b)(6). They ask that she come and see them so that they could explain the steps in her transition. I informed them that she requests to speak with the CSM. I spoke with 1SG (b)(6) and he asked that SSG (b)(6) come see him now. SSG (b)(6) was fine with speaking with 1SG (b)(6) but she does not want to speak with SFC (b)(6). SFC (b)(6) made an appointment to speak with CSM (b)(6) on 4 Nov 2013 and asked that I be present. Both CSM (b)(6) and 1SG (b)(6) explained the transition process to her and helped her plan her leave in accordance with. SSG (b)(6) was satisfied after speaking with both the 1SG and the CSM.
136581	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	11/10/13	5 Nov 2013 Soldier contacted me with the concern that his PEBLO told him that she sent a waiver request for his promotion to his 1SG two weeks ago but the 1SG had not responded to her request.	RESOLUTION	6 Nov 2013 I contacted the Soldier back and shared my conversation with the PEBLO. He was not happy however he thanked me for my assistance. Case Closed.
136901	Army Reserve	Fort Bliss	Complaint Against WTU Chain of Command	11/14/13	12 Nov 2013, Soldier would like to be released from attending the final formation due to his care (b)(6)	RESOLUTION	18 Nov 2013, Soldier has a meeting with his COC, and is happy to at least discuss his concern with his leadership.
137114	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	11/17/13	12 Nov 2013 Soldier contacted me because his Squad Leader has told him on numerous occasions to report in at 0900 hours but he the Squad Leader does not show up until 1000 hours. Soldiers is frustrated because he could be doing other things.	RESOLUTION	14 Nov 2013 I contacted the Soldier back I explained my conversation with the Commander. He thanked me and said he hope the Squad Leader doesn't retaliate against him. I shared with him if he does let me know as soon as possible and I will have it addressed by the Commander. He said he will. Case Closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
137115	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	11/17/13	12 Nov 2013 Soldier contacted me because he feels the Unit is dysfunctional and is causing more stress to the WT Soldiers than they are helping.	RESOLUTION	14 Nov 2013 I contacted the Soldier back I shared my conversation with the Commander. The Soldier again was worried about Retaliation I expressed to him if he does get any retaliation to contacted me as soon as possible and I will have it addressed. In addition I asked him to contact me back if the behavior by the staff continues. He thanked me and said he will. Case Closed.
137116	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	11/17/13	15 Nov 2013 Soldier contacted me because he was told to shred paper by the Unit , upon shredding the paper he discovered that the information he was shredding was past Soldiers personal information (personnel, financial and some medical files).	RESOLUTION	15 Nov 2013 He said good because he does not want his information to find its way in to someone else hand from neglect of the Unit he thanked me for my assistances. I also told him if he see this happening again please let me know. Case Closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
137142	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	11/18/13	08 Nov 2013: Soldier and Family Member requested assistance with being harassed about not living in WTB barracks while investigation is going on.	RESOLUTION	08 Nov 2013: Received email from CPT (b)(6) stating Soldier is not being harassed, he was asked a question. It is their policy that if a Soldier does not sign out for whatever reason, we need to verify the whereabouts. COL (b)(6) does not report Soldier status to me, the 1SG, or SFC (b)(6) (his Platoon Sergeant), and the (b)(6) family did not notify me or the 1SG either. SSG (b)(6) is on convalescent leave, and the information that CW2 (b)(6) was not living in his room at the time was not passed on to SFC (b)(6) or SSG (b)(6) before she left. This was clearly a simple gap in communication that he will address personally. Additionally, the NCM is not in his chain of command, so she did not notify the chain of command of his whereabouts as accountability is a Command responsibility. As Ombudsman knows, accountability is crucial for all leaders, and we need to know the whereabouts of our Soldiers at all times. He apologizes for the inconvenience the gap in communication has caused the (b)(6) family, and he will address the communication issue with his Squad Leader when she returns from her convalescent leave. Soldier and Family Member briefed.
137694	Active Army	Fort Hood	Complaint Against WTU Chain of Command	11/22/13	18 Nov 2013- Soldier upset that chain of command is not responding in a timely manner to his request to return home to take care of personal business.	RESOLUTION	21 Nov 13- BDE CDR advised that Soldier will be allowed to go to his home 2-6 Dec accompanied by cadre.
137759	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	11/25/13	25 Nov 2013: Soldier stated that she has been in the WTU for one year and she feels verbally and physically threatened by Cadre. She requested that the Ombudsman help her resolve this issue.	RESOLUTION	31 December 2013: This case has accelerated to a MMAG Case and each issue will be addressed individually. Case Closed

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
137765	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	11/25/13	25 Nov 2013: Soldier stated that he has PTSD and Depression and he feels more stress for his unit due the treatment he receives from Cadre.	RESOLUTION	31 Dec 2013: Ombudsman unable to reach Soldier regarding resolution of his issue, perhaps due to the holiday season. This case is being closed. If Soldier wants further assistance, Ombudsman will reopen the case. Case Closed
137907	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	11/26/13	26 Nov 2013, SPC (b)(6) and his wife contacted me stating that they are not allow contact with each other because he is high risk and restricted on the Behavioral Health Ward.	RESOLUTION	13 Dec 2013, SPC (b)(6) was very please with the Ombudsman's help.
137932	Army National Guard	National Naval Bethesda, MD	Complaint Against WTU Chain of Command	11/27/13	25 Nov 2013 - Soldier complained that his new Chain of Command pulled him from his "internship" to finish inprocessing at the WTU.	RESOLUTION	11/27/2013 - Soldier understood that the first 30 days at the Company are dedicated to inprocess.He can revisit his "internship" goals with the Occupational Therapist, once he moves to "Able" Company.
138324	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	12/4/13	04 Dec 2013 Soldier has received his ratings and is in the process of transitioning; however he wanted to discuss the treatment from the Cadre, NCM during the three years he has been in the WT Program.	RESOLUTION	04 Dec 2013 I reminded SGM (b)(6) that I had assisted him a couple of years ago when he was assigned to CBWTU-CA...he was in IDES but did not know his status and had not spoken to his PEBLO or received the orientation briefing. We discussed in length the NCOs who are selected for CADre and there does not seem to be any prerequisites other an the rank and you cannot be flagged. I suggested to the SGM it would be a good idea to give some of this feedback to the WTB CSM (CSM (b)(6) and or write feedback to the WTC from his perspective. I stated that he is not the only Senior NCO or office who have been subjected to insubordination and disrespect...however it appears people just want to move on and not "rock the boat". Once they are done in the program they just want out. SGM (b)(6) agreed and stated he will not have to deal with any of this again; however his concern is the junior soldiers and how they are treated since the Cadre take delight in being in charge of Senior NCOs and officers.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
138354	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	12/4/13	03 Dec 2013 Received phone call from Soldier stating he was locked out of his barracks room; and the Platoon Sergeant had threatened to kill him	RESOLUTION	13 Dec 13 SPC (b)(6) was subsequently released from (b)(6) Jain into the control of military authorities. His "girlfriend" refused to press charges so therefore there was nothing to continue to hold the Soldier. The SOLDIER was assigned a 24hr guard to process him out of the Battalion and escort him off post. I informed LTC (b)(6) and CSM (b)(6) that I had a feeling there was more to the story which is the reason I did not call them the evening of 3 Dec 13.
138400	Active Army	Fort Richardson, AK	Complaint Against WTU Chain of Command	12/4/13	13 Nov 2013: SM complained he was counseled by his squad leader after missing two appointments.	RESOLUTION	I recommended the SM stop whatever he is doing in the future when his reminders go off on his phone and he immediately proceed to his appointments. I advised the SM there was nothing I could do to assist him and stated the counseling forms would remain in place as this is the WTB-AK procedural guidance and a directive of the CDR & 1SG. I also recommend he discuss his concerns with the CSM at the pending appointment and advised him to let the CSM and CofC know that he planned on following the recommendation of immediately proceeding to his appointments when the reminders sound on his phone. SM thanked me and departed, nothing follows.
138482	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	12/5/13	05 Dec 2013: The Soldier's spouse asserts that the WTU C2 failed to monitor the NCM	RESOLUTION	9 Dec 2013 the command had talked to the CM and the CM supervisor involved. They are all in support and actively working to get this done.
139024	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	12/11/13	06 Dec 2013 Soldier contacted me because her RCO denied her WTU packet. Soldier is requesting assistance in getting her WTU packet pushed forward.	RESOLUTION	06 Dec 2013 after speaking with the Commander I contacted the Soldier back and I shared my conversation with the Commander. She was very relieved and happy. She thanked me for assistance. Case Closed.
139651	Active Army	Fort Polk	Complaint Against WTU Chain of Command	12/19/13	12 Dec 2013: Soldier claims his PLT SGT is "bullying" him.	RESOLUTION	16 Dec 2013: All information was given to the 1SG and the 1SG took appropriate action for the Soldiers complaint.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
139959	Army National Guard	Fort Carson	Complaint Against WTU Chain of Command	12/27/13	27 Dec 2013, SPC (b)(6) requested assistance with a potential matter of harassment from C2.	RESOLUTION	22 Jan 2014, After the Soldier's re-dress with C2 in the Town Hall meeting, other Soldiers concurred and expressed complaints. C2 acknowledge the Soldiers request for a change. I asked that he follow up with me as needed.
139969	Active Army	Fort Belvoir	Complaint Against WTU Chain of Command	12/27/13	25 Dec 2013: Soldier is unhappy with his leave being taken away and requests to meet with the Brigade CDR to discuss this concern of his.	RESOLUTION	10 JAN 14: After meeting with the Soldier, and receiving information that he is definitely getting better due to his treatment plan, Soldier feels there is no need to meet with the Brigade CDR. Soldier is reminded to contact the Ombudsman for any concern Soldier might have. Case is now closed.
139993	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	12/30/13	30 Dec 2013: Soldier states that her Chain of Command does not understand her condition	RESOLUTION	19 Jan 2014: Feedback for the BN Commander LTC (b)(6) revealed that Soldier's issue had been dealt with and the WTU Climate will be different. Soldier was informed and provided feedback for the Friday session. CPT (b)(6) stated that she appreciated me assisting her and she appreciates me caring for Soldier's issues. Case Closed
140497	Active Army	Fort Sam Houston	Complaint Against WTU Chain of Command	1/8/14	08 Jan 2014: CoC not supportive of medical treatment.	RESOLUTION	9 Jan 2014: Soldier was gratified to have an been afforded the opportunity to discuss his concerns. He was satisfied - case closed.
140499	Active Army	Fort Sam Houston	Complaint Against WTU Chain of Command	1/8/14	08 Jan 2014: Soldier asserts CoC discriminates against him because of his religious affiliation	RESOLUTION	9 Jan 2014: Soldier is was happy to have an outlet. He professes to be pleased with the outcome. Case closed.
140663	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	1/9/14	07 Jan 2014: SPC (b)(6) requests that the WTU honor his BH providers advice on attending formations.	RESOLUTION	7Jan 2014: I spoke with his TRIAD members and his BH provider. Dr. (b)(6) at the TRIAD of care meeting. Dr. (b)(6) stated that SPC (b)(6) has a severe sleep issue and that he supports that SPC (b)(6) make the morning formations so that he is engaged in daytime activities instead of taking daytime naps. He stated that he already explained this to SPC (b)(6) however, he will speak with him again. I asked SPC (b)(6) to speak with Dr. (b)(6) so that he can explain why it is necessary for him to make the daily formations. SPC (b)(6) stated that he would.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
140705	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	1/9/14	09 JAN 2014: Soldier is not comfortable with his squad leader	RESOLUTION	13 JAN 2014: Spoke with the 1SG who stated that the Soldier has been getting in trouble since he arrived to the WTB; from putting holes in the barracks walls, having an air pistol in the barracks area, having urine in bottles stored his room, to being drunk in formation. The Soldier is being recommended for UCMJ and he will not change the Soldier's squad leader simply because the squad leader is holding the Soldier to basic standards. I informed the Soldier and he was not happy and stated he wanted to get out of the program because he could not deal with the current squad leader. I informed the Soldier he needed to speak with his chain of command reference his desires.
140710	Active Army	Fort Carson	Complaint Against WTU Chain of Command	1/9/14	06 Nov 2013, I was called into a meeting with CPL (b)(6) that reach a point of hostility with his C2 and NCM.	RESOLUTION	06 Nov 2013, I referred the Soldier to his C2 and the JAG process with new insight. He seemed to be resolved having realised the process was built for his protection as well. I advised him to gather all evidence to make his case to the C2 first, then to follow on as needed in the legal process.
140774	Active Army	Fort Knox	Complaint Against WTU Chain of Command	1/10/14	10 Jan 2014: ST called Ombudsman on 8 Jan 2014 requesting contact information for the HIPAA officer, and stating that her C2 or Chaplain have not checked up on her since her admission.	RESOLUTION	27 Jan 2014: Ombudsman checked with BH outpatient NCM to validate if Chaplain had visited Soldier. Chaplain and BN Surgeon met with Soldier on 24 Jan 2014. Ombudsman will contact ST to see if anything else is needed.
140783	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	1/10/14	10 Jan 2014: Soldier alleges harassment by CoC.	RESOLUTION	4 Mar 2014: Soldier agreed that I could close this case because she feels that until the leadership is changed, nothing would change and especially since the Commander Gates verbalized that the Soldiers were not to go to the Ombudsman for assistance. Case Closed

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
140918	Active Army	Fort Jackson	Complaint Against WTU Chain of Command	1/13/14	08 Jan 2014, SSG (b)(6) (WTU Cadre), came to see me regarding an issue in which he states that the WTU command is trying to prevent him from receiving a MEB. He states that the COC is trying separate him on a Chapter 18 (overweight)	RESOLUTION	13 Jan 14, I spoke with SSG (b)(6) to clarify pending actions. I informed him that based on AR 600-9 and the information provided by his provider his COC could place him in the overweight program. However, this would not affect his MEB status. He will still be allowed to complete his MEB and his COC is aware of this. Once the MEB is completed the Installation commander will make the determination as to how he will be separated from the military whether through MEB or Chapter.
141023	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	1/14/14	09 Jan 2014- Soldier frustrated with command delays in processing his request to change no later than date in TRANSPOC	RESOLUTION	14 Jan 2014- BDE CDR signed on 10 Jan and awaiting response from HRC.
141154	Army National Guard	Fort Drum	Complaint Against WTU Chain of Command	1/15/14	15 JAN 2014: Soldier stated that he has made a safety issue known to the COC and no action has been taken.	RESOLUTION	21 JAN 2014: All questions were addressed and answered. Soldier is satisfied. Issue resolved
141238	Army Reserve	Fort Belvoir	Complaint Against WTU Chain of Command	1/15/14	13 JAN 2014: Soldier meets with Ombudsman to discuss a complaint with her Squad Leader.	RESOLUTION	29 JAN 14: Based on phone call with the Soldier today, Ombudsman will send the Company leadership, the Soldie's guidance concerning her previous Squad Leader. Case is now closed.
141544	Army Reserve	Fort Benning	Complaint Against WTU Chain of Command	1/21/14	20140114 CPT (b)(6) wanted assistance with an issue against the WTU Chain of Command.	RESOLUTION	20140124 The information provided to LTC (b)(6) from the BN Commander required no further action by the Chain of Command at the WTB. The preceding reason should be enough to close this case at this time. 20140124 CPT (b)(6) will not be refradded. The medical staff/WTU Cadre should notify her NLT Monday. Per COL (b)(6) SM was informed.
142316	Army Reserve	Fort Leonard Wood	Complaint Against WTU Chain of Command	1/28/14	28 Jan 2014: COL (b)(6) requests a SL change due to communication issues with her which is causing her undue stress.	RESOLUTION	31 Jan 2014: Followed up with COL (b)(6) She confirmed that she was reassigned to SSG (b)(6) squad yesterday and her leadership spoke with her about the change. COL (b)(6) reminded me that she prefers a female SL because she feels more comfortable discussing her medical issue with female, but she'll go with the change the WTU Cdr directed.

Chain of Command WTU Complaints

Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
142616	Active Army	Fort Hood	Complaint Against WTU Chain of Command	1/30/14	29 Jan 2014- Soldier reports harrassment and unfair treatment by chain of command.	RESOLUTION	29 Jan 2014- Command was made aware of concerns about making an ill Soldier attend various appointments when she was suffering from flu symptoms, but the risk was determined to be such that she was not allowed to be on quarters until certain assessment criteria was met.
142646	Active Army	Fort Hood	Complaint Against WTU Chain of Command	1/30/14	29 Jan 2014- Soldier dissatisfied with the chain of command's handling of her packet for transfer to WTB in San Antonio	RESOLUTION	30 Jan 2014- PMR will be submitted today per BDE CDR. Will await response and also set up appt for ODP with MTF CDR.
142818	Army Reserve	Fort Leonard Wood	Complaint Against WTU Chain of Command	1/31/14	31 Jan 2014: Soldier says his PSG, MSG (b)(6) is trying to bully andintimidate himby offering to assist him in resigning from WTU -- "at which point you can continue your MEB on your own."	RESOLUTION	12 Feb 2014: Followed up with Soldier: SSG (b)(6) know that CPT (b)(6) has decided to keep him in MSG (b)(6) PLT for now. He also knows I discuss his case with CPT (b)(6) and CSM (b)(6) and strongly recommended he be re-assigned to another PLT. In closing, talked about his decompensating mental state, talked about his severe distrust for MSG (b)(6) and said he does want he and needs to do to avoid MSG (b)(6)
143323	Active Army	Fort Knox	Complaint Against WTU Chain of Command	2/5/14	05 Feb 2014: Soldier contacted Ombudsman requesting assistance in obtaining transportation while in-patient. Soldier also requested that Ombudsman retain copy of counseling form that was given to Soldier by C2. Soldier requests that Ombudsman obtain a blank DA form 4187 and needs phone to her branch officer. Soldier also requesting that Ombudsman provide a copy of assumption of command order	RESOLUTION	11 Feb 2014: Counseling form faxed to Soldier. Soldier informed that transportation request has been denied by C2.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
143765	Active Army	Fort Carson	Complaint Against WTU Chain of Command	2/10/14	07 Feb 2014; Requesting assistance with CoC complaint (ASAP Command referral).	RESOLUTION	07 Feb 2014; SM was called in and given the option to self-refer in which he did. No flag was placed and a call was made to ASAP to change the status from Command referral to self-referral. SM was very appreciative and thankful.
143799	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	2/10/14	10 Feb 2014 Soldier said his WTU Chain of Command took his vehicle keys from him and he felt they were not supposed to.	RESOLUTION	13 Feb 2014 after meeting with Soldier's CO, Platoon Sergeant and Squad Leader they decided to give Soldier back his keys once he had gotten a written counseling statement with guidance on what he should do to be safe in regards to the medicine he was taking and safe operation of his POV. The SM's PCM also pointed out in TRIAD that SM's medicines were to be taken in such a way that SM should be able to function normally each day and WT was cautioned about trying to double up on his meds which caused him problems. SM was okay with how he was to manage his drugs and use of his POV.
144332	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	2/18/14	24 Jan 2014 Soldier states he is being harassed by his chain of command and treated like a private because he filed a Congressional	RESOLUTION	24 Jan 2014 SSG (b)(6) and I had a long discussion about this tactics of the leadership...specifically the Company Commander. The Soldier states they changed his Squad Leader to another NCO because SSG (b)(6) cared about the Soldier and was trying to help hi. Now the Company Commander has assigned an escort and counselled him that if he does not clear he will receive an Article 15. I informed the NCO he is almost out; he has filed a Congressional and do not give the command ammunition which will cost him his rank or affect his benefits. He has endured a lot both mentally and physically. SSG (b)(6) stated he will depart on Transition Leave 7 Feb 14; he will follow-up with the Congressman office. He thanked me for all the assistance I had provided but stated this is the first time he has felt defeated by the Army. he stated he is no longer proud to have served and will tell anyone this is not the career you want; the Army just wants all the broken Soldiers out.
145338	Army Reserve	National Naval Bethesda, MD	Complaint Against WTU Chain of Command	2/27/14	20140226, SM requests support with addressing his concerns with the WTU Chain of Command.	RESOLUTION	20140304, SM reports that he received a change in his Chain of Command; new SL assigned.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
145456	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	2/28/14	26 Feb 2014 Soldier states while waiting outside the Commander's office he overheard statements that were unprofessional, degrading and disrespectful regarding himself and other WT Soldiers in the unit	RESOLUTION	26 Feb 2014 I have worked with the Soldier on previous issues; I told the Soldier he has a right to file an IG Complaint based on the what he overheard from the Commander. He could also talk to the EEO Representative to ascertain if what was spoke is a violation of his EE Rights. I gave the Soldier the contact information for the Madigan IG and EO offices.
145458	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	2/28/14	26 Feb 2014 Soldier referred by his AW2 (b)(6) Soldier states he was coerced into signing a Counselling Form to Decline Medical Care by his Company Commander	RESOLUTION	05 Mar 2014 Met with the WTB Bn Surgeon, LTC (b)(6) to discuss this issue. LTC (b)(6) stated the Soldier will continue in the WTB undergoing medical care. She further reiterated the Counseling initiated and signed by the Soldier is not valid for requesting to discontinue medical care. She further stated any Soldier who wants to decline care also is referred to legal to ensure they are aware of the consequences currently and in the future when they decline medical care. The Soldier will continue in his care plan and remain in the WTB.
145529	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	2/28/14	19 Feb 2014: SGT (b)(6) reported that he believes that the B Co. CDR wrongfully pulled him out of Remote Care and back to Kansas subsequent to SGT (b)(6) AMA elopement from an inpatient rehab hospital in southern California.	RESOLUTION	31 March 2014: SGT (b)(6) is scheduled to return from inpatient rehab today.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
145791	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/4/14	04 Mar 2014, Feels like Platoon level leadership is harassing him and wants to be move to a different Platoon.	RESOLUTION	4 Mar 2014, Ombudsman spoke with Soldier at great detail and explained that he needed to come up with ways to deal with difficult leadership in the future and that once his SL finally agreed to let him use the computer. He should have completed the requirement to sign NCOER before the suspense and then came up to the office. But now he still has that requirement hanging over his head. Ombudsman then contacted 1SG (b)(6) to see what COA he had in place before forwarding this issue to the CSM. 1SG then stated that he was tracking Soldier's issue and that he had already planned on putting him in a different platoon. But at this time he was just waiting on talking with the medical leadership and he should be in a different Platoon by Friday. Secondly 1SG stated that Soldier could come directly to him if he has any other issues before being move. Ombudsman explained 1SG COA to Soldier and he agreed to give him time to make change. Ombudsman provided contact card in case he had any other issues.
146170	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	3/7/14	24 Feb 2014: Soldier came to Ombudsman stating that he suffers from Epilepsy and the unit is insisting that he does water therapy. He reported being very uncomfortable and anxious about participating in that activity. He requested assistance in helping WTU staff understand why that may be dangerous for him.	RESOLUTION	25 Feb 2014: Soldier thanked me for what I do in support of Soldier and their issues. He thanked me for being there for him. He stated that he has my contact information in the event he needs my services in the future. Case Closed

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
146336	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	3/8/14	04 Mar 2014 Soldier contacted me with the concern and suggestion that the WTU cadre should be more trust worthy and caring and learn to listen to the Soldiers concerns. Soldier also stated the 1SG always saying when he stops being effective he was going to retire, the Soldier then said he really needs to retire.</p>	RESOLUTION	04 Mar 2014 I contacted the Soldier back I share my conversation with the Commander. He thanked me for my assistance. Case Closed.
146338	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	3/8/14	05 Mar 2014 Soldier contacted me with the concern that the WTU 1SG and PCM told him that his SCDAAL was approved. Soldier was upset because he was told his wife would get paid for driving him to his off post appointments. It’s been three weeks since he was told that SCADAAL was approved but no money yet. 	RESOLUTION	05 Mar 2014 I contacted the Soldier back and shared my conversation with the NCM and that his SCADAAL application is awaiting DCCS signature. The Soldier thanked me for listening and find out the status of his application. Case Closed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
146339	Active Army	Fort Irwin	Complaint Against WTU Chain of Command	3/8/14	05 Mar 2014 Soldier contacted me with the concern that he noticed every time he is schedule for an appointment there is always some kind of problem. His Squad Leader seems to tell him of the change at the last moment. Soldier is requesting assistance with addressing his concern.	RESOLUTION	05 Mar 2014 I contacted the Soldiers back I explained my conversation with the MSC. He thanked me for my assistance. Case Closed.
146728	Army Reserve	Fort Leonard Wood	Complaint Against WTU Chain of Command	3/12/14	11 Mar 2014:Soldier said Cadre member informed Soldiers at the morning formation of the upcoming PT changecommented "If you don't like it, you can run across the street tel them two across the street referring to Patient Advocate and Ombudsman.	RESOLUTION	11 Mar 2014: Followed up with Soldier: Informed the Soldier that the WTU Commander, CPT (b)(6) addressed the issue with SFC (b)(6) Told Soldier that I do not not think the issue will happen again. Soldier is happy with the outcome of case.
146964	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	3/14/14	13 Mar 2014: Soldier in Charlie Company has asked to remain anonymous, requested assistance with providing leadership with some information about how SLs and PSGs deal with Soldiers	RESOLUTION	14 Mar 2014: Ombudsman email WTB CDR, WTB CSM, C Co commander and 1SG anonymous Soldier concern.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
146990	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	3/15/14	10 Mar 2014 Soldier states there was another Health & Welfare accompanied by a Fire Drill at 0500 in the morning; the Soldiers were told it would be done differently so as not to cause safety issues with the Soldiers	RESOLUTION	12 Mar 2014 Spoke with the WTB CSM, SGM (b)(6) and reminded him this was an issue a year ago. It was elevated to MAMC CSM who met with the WTB Soldiers and apologized for the way the Health and Welfare was initiated. CSM (b)(6) also stated they would review the Hand Welfare process for the Soldiers in the WTB especially those with TBI, PTSD and mobility issues. SGM (b)(6) stated he was not aware this was an issue previously and would discuss with the WTB Commander.
147395	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	3/20/14	10 Mar 2014: Soldier requested Ombudsman's time and attention to listen and allow him to vent about his issues.	RESOLUTION	9 April 2014: Soldier thanked me for my services and especially my time listening to his concerns. He stated that he has my business card and if he needs further assistance or someone to listen, he would call for an appointment. He stated also that if he has appointments at the hospital he may stop in to say hi. Case Closed
147516	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/21/14	21 March 2014: SM came to our office for assistance regarding denial of surgery by the WTU COC.	RESOLUTION	21 April 2014: SM has been informed that a scheduled time to see the MTF Commander maybe a month out due to her busy schedule. The SM has agreed to wait on the first available appointment.
147781	Active Army	Fort Hood	Complaint Against WTU Chain of Command	3/24/14	24 Mar 2014: Spouse alleges that Chain of Command is insensitive to Soldier's Medical condition.	RESOLUTION	26 Mar 2014: Spouse met with WTB CDR today and he stated will provide feedback on Monday. WTB Surgeon attended the meeting. Spouse was asked by WTB CDR if it was ok for the WTB Surgeon to be there and she stated that was fine, but he may not like what she has to say. Spouse states that the WTB Surgeon has been making decisions about her husband's care without examining him. Spouse awaiting feedback. She states the WTB CDR thanked her for having all the necessary information organized for his review.
147863	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	3/25/14	25 March 2014 WTB Soldier wants to know why he is in the "high risk" category at Company Level.	RESOLUTION	25 March 2014 ST was told that his Commander and TRIAD of care have him listed as high risk based on his past performance and non-compliance. Advised Soldier to meet with care team to discuss if he disagrees. Ombudsman will attend if requested. No further action required.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
148347	Army Reserve	Fort Knox	Complaint Against WTU Chain of Command	3/31/14	31 March 2014 WTB Soldier wanted to talk about his recent Article 15 and a possible transfer to Ft. Gordon for an in-patient stay.	RESOLUTION	31 March 2014 ST asked that his visit be documented. I told him I would enter a case so there would be a record of his concerns and told ST I would not contact anyone. Ombudsman will however, follow the ST's care as he is discussed during TRIAD. Soldier knows he can call or see Ombudsman anytime. Soldier felt better after he talked.
148465	Active Army	Fort Hood	Complaint Against WTU Chain of Command	4/1/14	Need help getting flag removed in order to be accepted into a internship program.	RESOLUTION	3 Mar 2014, Ombudsman met with CPT (b)(6) who stated that he was still waiting on a legal review to see if he could given ART 15 for incident. The commander stated that Soldier was even taken to the ED to get a sample but refused a cathar. Upon his release at 1800 Soldier was then observed going into the mens restroom and urinating. Ombudsman and commander exchanged viewpoints and potential COA in the future. Commander then stated that he was not going to drop ART 15 at this time and that he needed to get feedback from his legal officer before giving up on process.
148720	Active Army	Fort Hood	Complaint Against WTU Chain of Command	4/2/14	02 Apr 2014 - Soldier wants to be moved to a different PLT or Company. Feels he is being harassed.	RESOLUTION	15 Apr 2014 - Ombudsman spoke with LTC (b)(6) BN CDR, who stated that he met with the Soldier and made the decision to move the Soldier to a different PLT. He further stated that the Soldier was borderline insubordinate during his conversation with the Soldier. He was reluctant to move him, but stated he was such an angry Soldier being in the current PLT, Ombudsman will continue to monitor the Soldier's situation.
148752	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	4/3/14	02 Apr 2014: Complaint against C2.	RESOLUTION	23 Apr 2014: Informed Soldier that I would track the 4187 and if it came back disapproved, I would schedule him an appointment with the Hospital CSM so he can address his issue. I am closing this case because it is about Soldier thinking he was not allowed to see the Hospital Commanded about getting BAH. It was identified that the WTB BC never refused Soldier's right to see the Hospital Commander, it was a break down in communication that resulted in Soldier thinking he could not address his issue higher. Soldier knows that he will address his issue with the Hospital CSM if his initial request gets denied.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
148833	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	4/3/14	03 April 2014: Soldier stated that he was informed by his squad leader that a chapter 14 has been initiated on him. Soldier stated he is not for sure why.	RESOLUTION	11 April 2014: The Soldier is doing ok, I spoke to the OIC of Behavior health and she explained that they will make the recommendation to the Commander based on the Soldier's conditions and evaluations. The Packet will go forward. The Soldier understands that if he continues to do well and not get any trouble, that there is a 90% chance he will be allowed to medically retire
149082	Active Army	Fort Hood	Complaint Against WTU Chain of Command	4/7/14	Unit not running duty roster fairly.	RESOLUTION	Ombudsman escorted Soldier to company and met with 1SG (b)(6) to discuss duty roster. 1SG listen to Soldier's issue and eventually stated that he needed to get with his PSGs to see how duty is being scheduled in order to put out guidance to ensure duty is given fairly . Ombudsman recommended that we met again to readdress issue with duty roster on Thursday with PSG and 1SG. 04 Apr 2014, meeting held with Soldier, PSG SFC (b)(6) and 1SG (b)(6) It was determined at that time that the new guidance was that all platoons will due duty roster via DA6 from this point and since Soldier has a profile that limits him to just working 5 out of 7 days a week. he will be given a day off during the week to compensate for his weekend duty. Soldier happy with out come and assistance provided by this agency.
149498	Army National Guard	Fort Eustis	Complaint Against WTU Chain of Command	4/10/14	7 Apr 2014: SSG (b)(6) requests to be moved to a different platoon.	RESOLUTION	07 Apr 2014: I asked SSG (b)(6) to bring his issue to the 1SG first, as these issues were brought up at the last Town Hall Meeting. 1SG asked that if any Soldier was having an issue with who is to call in and problems with their MOA to please give him an opportunity to settle the issue. 8 Apr. 2014: SSG told me that he spoke with the 1SG and everything has been worked out. SSG (b)(6) is satisfied with the assistance that he received from the Ombudsman.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
149608	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	4/11/14	3 APR 2014: Concerns reference NCM	RESOLUTION	03 APRIL 2014: Spoke with the Soldier's NCM who stated that he is only aware of those things that the Soldier tells him and the Soldier has a responsibility to communicate with him as well. I suggested to the Soldier that he ensure the NCM knows his concerns and before he leaves, ask the NCM what his plan of care will be...speak with the PCM, put in a consultation, and etc. I suggested to the Soldier to make a record of all his requests and the NCM's intentions.
149768	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	4/14/14	14 Apr 2014 Soldier said that on 31 Mar 2014 his Platoon Sergeant told his Squad Leader to start helping SM look for a "Homes For Heroes", but SL has not done so and now decided to counsel him to move out the barracks.	RESOLUTION	15 Apr 2014 I contacted the Soldier's NCO Chain of responsibility and confirmed by the 1SG, PSGT, SL and the WTB Senior Financial Management Specialist that the SL was directed to hand walk the SM through the Homes for Heroes process, but there was no guarantee the that the SM will be approved especially with him having no family here. There was no more that the SM's Chain of Command could do at this point, but SL was having SM go over to Operation Homefront to see if he could still qualify for some assistance.
149835	Active Army	Fort Hood	Complaint Against WTU Chain of Command	4/14/14	Soldier reports that chain of command is not assisting her in her needs	RESOLUTION	10 Apr 2014- Contacted Co CDR who clarified reasons for having Soldier stay in barracks and plans for dog and child care. Soldier was given other resources to contact (IG and Bn CDR) if she feels she is being treated unfairly.
150399	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	4/20/14	Soldier very upset, had a "melt-down" in the SFAC. Both the SFAC Director and Social Services Coordinator came to tell me the Soldier is asking for me to assist. When I spoke to the Soldier she stated this is yet another instance of the chain of command harrasing her; she was counselled and given five days in which to turn-in her CIF.	RESOLUTION	17 Apr 2014 I Informed SPC (b)(6) I had sent an inquiry to both the VA and PEB to see if I could get a status on her case; the PEB stated they are just as frustrated there are many Soldiers whose Formal Board proceedings were concluded last year that still have not received their ratings. SPC (b)(6) stated this is not fair...they only have to look at the results of the Formal Board proceedings. They surely cannot be reviewing the entire case AGAIN! I told SPC (b)(6) confirmed with the VA that the case does not go through the entire cycle again; it goes to the department that reviews board proceedings. I told the Soldier I wish I had something better to tell her; but sadly I do not.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
150739	Active Army	Fort Campbell	Complaint Against WTU Chain of Command	4/23/14	22 APR 2014. SGT (b)(6) called for assistance with a few issues which he is beginning to experience with his unit. He has just recently been assigned to A Company WTB. Before his assignment to the WTB his previous unit allowed him to be on "permanent Convalescence Leave". He didn't wear a uniform, make formations, just went to medical appointments. His unit now is telling him that he is going to have to wear either PT or ACUs rather than jeans and cowboy boots, and to be at formations each day. (He is in a wheel chair) and he states that his unit is expecting too much from him and it will put too much work on his wife to dress and shave him every morning and bring him to work.	RESOLUTION	23 Apr 2014. Commander and 1SG met with Soldier and resolved the issues that the Soldier had presented. He now attends formation and is in uniform. NOTE: Before arrival to the WTB, the Soldier was allowed to be at home and come and go as he wanted. He was not required to attend formations, or wear a uniform. He was in his words "on permanent Convalescence Leave"
150944	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	4/25/14	25 APR 2014: Soldier does not have support of command during transition	RESOLUTION	25 APR 2014: Spoke with the Soldier's NCM who stated that the Soldier still has to clear his CIF issue. When the Soldier was deployed, he lost items from his CIF issue and failed to get a statement for a field loss. When the Soldier went to clear, CIF told him either he replace the items lost or a memorandum from the command the command he deployed with stating it was a field loss. The Soldier did not comply even though the command had been working with him months before he was due to REFRAD. I tried contacting the Soldier to inform him of my findings, but the phone number he left is out of order.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
151143	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	4/29/14	SGT (b)(6) asked me to set up a meeting with LTC (b)(6) the WTB Battalion Commander. SGT (b)(6) reported that he completed the entire course of treatment at rehab. He reported that CPT (b)(6) his Company Commander, is making him finish up all of his VA C&P appointment before he can return to (b)(6) on Remote Care.	RESOLUTION	05 June 2014: I called SGT (b)(6) to follow up with him. He returned home on Remote Care on 21 April 2014. SGT (b)(6) stated: "Everything's going good here." He reported that he signed his DA 199 with findings of 80/90. SGT (b)(6) reported that his summer semester college classes start on 09 June 2014. He reported that he is enjoying staying home with their 22 month old son.
151165	Active Army	Fort Carson	Complaint Against WTU Chain of Command	4/29/14	24 Apr 2014; Requesting assistance with CoC, leave, and attachment to the FCCO WTU.	RESOLUTION	24 Apr 2014; I contacted both SM's and relayed the great news. I requested that SPC (b)(6) touch basis with the WTB CSM for guidance and accountability. I will keep working with my fellow Ombies at JBLM in order to acquire a MOU for this process. The (b)(6) family has been informed and they are very thankful for making this happen. Kudos to my fellow Ombies at JBLM for assisting me with this case.
151851	Army National Guard	Fort Campbell	Complaint Against WTU Chain of Command	5/6/14	6 May 14: Soldier alleges retaliation by WTU CoC for calling WSFH.	RESOLUTION	12 May 2014. The Soldier has a meeting with he WTB Commander on 14 May 2014. NOTE: SFC (b)(6) also walked in to see the Division CSM on Friday 9 May 2014. The Division CSM had the WTB CSM ,MTF CSM Squad Leader, Platoon Sergeant 1SG and myself meet with him today to discuss the Soldiers concerns. The Soldiers issues and concerns are very well documented.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
151951	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/7/14	07 May 2014 - Ombudsman was talking with the Soldier about previous issue an the Soldier stated he found out that his SQD LDR - SSG (b)(6) had discussed his medical issues with his soon to be ex-wife, without the Soldier's permission.	RESOLUTION	08 May 2014 - LTC (b)(6) called the Ombudsman to state he had spoken with CPT (b)(6) CO CDR and then he spent over an hour with the Soldier. He stated he was able to ascertain that the Soldier is going thru a great deal at this time. He stated that the wife was not given medical information that she already know about. He further stated that the Soldier is satisfied with the situation about his leave. He further stated that the unit will assist the Soldier in getting his personal belongings from his house today by having someone from the unit go with him. He further stated that he has placed this Soldier in his top 5 to watch out for. Ombudsman told the Soldier that should he need further assistance not to hesitate to contact her.
152043	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	5/7/14	5 May 2014 - WTU SGT and her father stated that the SQL wrote an insensitive and insulting comment to her in a text message. They complained to the PLT SGT and they have not received feedback from HHC leadership yet.	RESOLUTION	8 May 2014 1SG met with (b)(6) family in the conference room C Company WTU. The family spoke first about how they are feeling and their expectation. SSG (b)(6) stated that he spoke with the family and he apologized for the text. SSG (b)(6) is not sure that this is the end of their complaint. He stated that Mr, (b)(6) did not believe that the SSG was sincere and that he was forced to apologize. After the meeting they thanked him for meeting with them and for the assistance they received from SSG (b)(6) when they arrived to SAMMC. 1SG (b)(6) was confident that they have accomplished his goal and they can proceed forward with other matters. 13 May 2014- I called SGT (b)(6) to follow up and left a message. I have not heard back from the family. I will continue working with this family if they have new issues.
152070	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/8/14	Soldier's profile states he is to take his medications at 2100 hours and have 8 hours of restful sleep, but Soldier stats he is put on duty at times from 1700 to 0100 hours.	RESOLUTION	Ombudsman will f/u.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
152280	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/9/14	Soldier has been waiting for O-6 letter for COAD packet for over 2 months	RESOLUTION	Memo will be signed today and extension given for 199 until Monday.
152283	Active Army	Fort Hood	Complaint Against WTU Chain of Command	5/9/14	Soldier feels like HIPAA rights are being violated.	RESOLUTION	02 May 2014, Ombudsman finally able to link up with (b)(6) (b)(6) the CRDAMC HIPAA rep and provided all of Soldier's contact information. Soldier eventually called office stating she was contacted by HIPAA office and was thankful for all assistance provided by this office.
152780	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/15/14	05 May 2014: Soldier requested assistance with addressing his concern on how he was berated by LTC (b)(6) (WTB CDR).	RESOLUTION	05 May 2014: Soldier concern was email to COL (b)(6) (WAMC CDR) and Soldier was briefed.
153476	Active Army	Fort Carson	Complaint Against WTU Chain of Command	5/23/14	20 May 2014; Requesting assistance with WTU hostile work environment.	RESOLUTION	22 May 2014; The Meeting was conducted and every SME agreed and echo the same "patient safety" will be the priority and whether the Soldier remains in the WTU or returns back to 10th SFG (ABN) she will be under a sole provider. SM has self-medicated in the past triggering an accidental overdose hence The WTB Commander along with the medical expert from previous unit as well as current staff will discuss options for SSG (b)(6) and will make a decision, but at this point SM has not given the WTU a chance to assist her. All in all the meeting was conducted, very important key issues were addressed and of course everyone agreed that something needs to be executed very quick to control her pain and sleep deprivation.
153830	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	5/29/14	28 May 2014: Soldier has a complaint against his C2.	RESOLUTION	12 Jun 2014: CSM emailed me a message stating 1SG would counsel Soldier in writing, that he can sleep while on SDNCO when he has an appointment the following day. 13 Jun 2014: Contacted Soldier and confirmed he was counseled in regards to sleeping on SDNCO. Soldier now has something in writing stating he can sleep on duty. Informed Soldier to contact me if he needs further assistance.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
153883	Army National Guard	Fort Riley	Complaint Against WTU Chain of Command	5/29/14	SGT (b)(6) and (b)(6) visited our office to discuss their concerns about how her SQL handled the situation when her POV hit a deer last the night before last.	RESOLUTION	Friday, 13 June 2014:I called SGT (b)(6) to follow up with her. She is now in SSG (b)(6) squad. She reported that she is satisfied with this resolution. She did not have any problems or concerns to report.
154230	Active Army	Fort Benning	Complaint Against WTU Chain of Command	6/2/14	30 May 2014: UCMJ Issue. Soldier stated he's allegedly being charged with falsifying a military document.	RESOLUTION	8 Jul 2014: Ombudsman called the Soldier to see if he had met with the CSM. Soldier stated that he met with the CSM for the first reading of the Article-15 today. CSM explained everything to him and why the UCMJ process had to be initiated. SM stated that he understood and he is just waiting for the results. I wished him the best and asked him to call me if he needs any further assistance. SM thanked me for my assistance and guidance. End of issue.
154351	Active Army	Fort Hood	Complaint Against WTU Chain of Command	6/3/14	CDR refused to complete packet for SS for Soldier	RESOLUTION	Soldier packet was submitted.
154385	Active Army	Fort Carson	Complaint Against WTU Chain of Command	6/3/14	29 May 2014; Requesting assistance with WTU CoC complaint.	RESOLUTION	30 May 2014; I was visited by SFC (b)(6) afterwards to thank me for helping him get thru this very difficult time. He was very appreciative for taking the time to speak with him and joining him at his BH appointment. He was glad he came to see me as he feels very comfortable knowing I will assist as much as I can and said as well as there are not many people left who have a genuine concern for Soldiers.
154450	Active Army	Fort Hood	Complaint Against WTU Chain of Command	6/4/14	Admin Correct: SM came to the Ombudsman office regarding scheduled surgery that was cancelled due to WTU COC approval delay.	RESOLUTION	4 June 2014: SM is waiting on surgery 16 June 14. SM has not had any episodes of coughing up blood no other issue to report.
154456	Army National Guard	Fort Bliss	Complaint Against WTU Chain of Command	6/4/14	4 Jun 14: Soldier alleges harassment by WTU CoC.	RESOLUTION	4 Jun 2014, All SOLDIERS concerns and questions were addressed and Soldier left the XO's office with an understanding that his issues will be addressed to the individuals involved.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
154580	Active Army	Fort Carson	Complaint Against WTU Chain of Command	6/5/14	03 Jun 2014; Requesting assistance with 45 day extension to remain on base to better prepare before transitioning out.	RESOLUTION	04 Jun 2014; I contacted the (b)(6) Family and informed them of the decision made and that this had gone to the BN level and was disapproved as well. I ask for them to please stop by in order to provide them with a copy of all in the CoC/BN that disapproved this request. What they had with just the 1SG signature was not correct.
154664	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	6/5/14	Soldier is being treated unfairly by command	RESOLUTION	Soldier to go home this weekend to attempt to resolve issues. Will return to Ft Hood for admin actions and disposition. Will continue to f/u with Soldier.
154685	Army National Guard	Fort Knox	Complaint Against WTU Chain of Command	6/5/14	05 June 2014: Spouse alleges COC is insensitive to Soldier's medical condition.	RESOLUTION	9 June 2014: Ombudsman called and spoke with Spouse on Friday to inform him that CDR did admit that communication between all involved needed improvement. Spouse understood but felt that CDR should apologize. Spouse weighing option to submit IG complaint. Ombudsman informed Spouse that he has the right to submit complaint. Issue between Soldier and C2 is resolved, Soldier did not have to work shift this weekend.
154751	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	6/6/14	3 Jun 2014: SSG (b)(6) states that she is being harassed by her Squad Leader and her Platoon SGT.	RESOLUTION	3 Jun 2014: I contacted the WTU 1SG. 1SG (b)(6) addressed all of her concerns and changed SSG (b)(6) Platoon SGT and Squad Leader. (b)(6) her LCSW requested an emergency scrimmage to discuss these issues. SSG (b)(6) BH provider has been changed. A scrimmage was held 10 June and SSG (b)(6) is satisfied with the answers.
154757	Army National Guard	Fort Eustis	Complaint Against WTU Chain of Command	6/6/14	30 May 2014: MSG (b)(6) requests to keep her current hairstyle until she medically separates from the Military.	RESOLUTION	19 Jun 2014: I spoke with the Health Center CSM, the WTU Commander, and CPT (b)(6) of Legal Assistance. MSG (b)(6) was instructed to request an exception to policy to HRC G-1 to keep her unauthorized hair style while waiting to process out of the Army. While going through this process MSG (b)(6) asked if she could wear a wig that meets AR 670-1 standards. Per the Commander: Wigs are authorized. She can wear a wig as long as it is within the standards in AR 670-1. MSG (b)(6) is satisfied with the answer.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
155083	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	6/10/14	10 Jun 2014; Soldier presents with the concern of being exempt from Formation due to medical condition.	RESOLUTION	11 Jun 2014; I contacted and spoke with 1SG (b)(6) and was informed Soldier has not been forced to come to Formations but has been instructed to take (online if applicable) all mandatory Training. 1SG (b)(6) states Soldier only has to call in daily for accountability. I then contacted Soldier to address findings and case closure. Soldier understood, agreed, was pleased, thanked me, and no other concerns at the time.
155108	Active Army	Tripler Army Medical Center	Complaint Against WTU Chain of Command	6/10/14	05 Jun 2014 - (b)(6) Chief, Tripler Army Medical Center (TAMC) Patient Advocacy Office contacted this Ombudsman for assistance in arranging government sponsored transportation from TAMC to the Hawaii WTU.	RESOLUTION	05 Jun 2014 - I liaised with CPT (b)(6) and 1SG (b)(6) HHC, Hawaii Warrior Transition Battalion to ensure adequate government-sponsored transportation was provided. Upon investigation, proper arrangements had been made. The Soldier and her two children were safely transported from Tripler Army Medical Center to their residence via the Hawaii WTB Shuttle. (b)(6) on behalf of the client, was thankful for the intervention. She will continue to seek Ombudsman assistance as needed for future concerns. Issue resolved.
155181	Army National Guard	Fort Sill	Complaint Against WTU Chain of Command	6/11/14	Soldier has a complaint against the WTU 1SG	RESOLUTION	Soldier stated he did not need the Ombudsman assistance and wanted his Congressman and the IG to deal with the issue. Ombudsman will follow-up as needed.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
155524	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	6/16/14	<p>14 June 2014: Soldier stated that his Platoon sergeant continues to be little him. The Soldier stated that he is a field grade officer and would like to be treated with some respect. The Soldiers spouse also stated that Platoon sergeant calls the house and is very abrasive to her also. Soldier stated that there was a conflict in the scheduling of his appointments that his case manager scheduled. Soldier stated that he had appointments at the same time same day, so he missed one and was counseled by his Platoon sergeant for missing and appointment. Soldier stated that he would like to move to another Platoon.</p>	RESOLUTION	<p>17 June 2014: I visited the First Sergeant, I explained the Soldiers concerns. H asked that the Soldier come and speak to him along with his spouse. The First Sergeant met with them and made a decision to move the Soldier to anther Platoon. The Spouse and the Soldier was very happy and relieved.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
156216	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	6/20/14	20 Jun 14: Spouses alleges poor care by MTF Commander.	RESOLUTION	<p>23 Jun 2014: Followed up with (b)(6) Informed her that COL (b)(6) is away from the office; therefore, I haven't called or briefed her on the specifics of this case. Informed (b)(6) that I briefed the Acting GLWACH Cdr and Troop Cdr, LTC (b)(6) on the specifics of this case, and informed him that she (b)(6) alleges poor care by the MTF Cdr. LTC (b)(6) said he can see COL (b)(6) saying she wants to ensure MSG (b)(6) isn't just watching TV and playing video games, but he can't see her accusing a spouse of abdicating her duties and talking down to her. I (Ombudsman) told her that I personally know COL (b)(6) to be candid and direct; however, I feel she's a caring leader. I assured her that I've put her concerns in this report for the MMAG to review and discuss with higher command if necessary. (b)(6) said she only has issue COL (b)(6) . . . "everybody else at WTU Fort Leonard Wood has been exceptionally caring and supportive of her husband and his care." In closing, (b)(6) is happy that her husband's SCAADL/ report time has been changed to 0900 and his care plan has been approved.</p>
156282	Army Retired	Fort Riley	Complaint Against WTU Chain of Command	6/20/14	LTC (Ret.) (b)(6) wants to re-engage with having an "erroneous flag" removed from his service record.	RESOLUTION	<p>03 July 2014: CPT (b)(6) (B CO CDR), LTC (b)(6) (WTB BN CDR), and I met with COL (b)(6) IACH Commander about this issue. COL (b)(6) signed a 4187 and sent it to HRC requesting that the flag be removed as erroneous. LTC (b)(6) is satisfied with this resolution.</p>

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
156340	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	6/23/14	23 June 2014: Soldier stated that he feels like he is being treated unfair by his command. Soldier stated that he was once a squad leader and now he is in the same platoon as a Soldier in transition and he feels like he is be unfairly targeted for duty and details. Soldier stated that he was TDY for three weeks, the day he returns back he is informed that he has 24 hours duty.	RESOLUTION	25 June 2014: I spoke to the Platoon sergeant and he stated that it was a miss-understanding. He stated that he had made provision for this Soldier so he could go TDY. He stated that another Soldier assumed his duties for him at the last minute so he go TDY, and since he was returning he didn't think he would mind returning the favor. The Platoon sergeant agreed that according to the DA form 6 the Soldier should not have duty. He removed the Soldier from the duty. Soldier was satisfied with his decision
156345	Army National Guard	Fort Belvoir	Complaint Against WTU Chain of Command	6/23/14	19 Jun 2014, I went to visit PVT (b)(6) on the ward and he was upset because he was there, he stated he was put there for no reason by the Command.	RESOLUTION	30 Jun 2014, Met with PVT (b)(6) and talked about his how things were going with his command. He said they were going well and he had started school and his feeling is out of sight is out of mind. He is doing fine. 01 Jul 2014, PVT (b)(6) was very please with the work of the Ombudsman.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
156955	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	6/26/14	23 JUNE 2014: Soldier concerned about the bus schedule; possible HIPPA violation; and disrespect by a subordinate	RESOLUTION	07 JULY 14: WTB Van: The WTH Command Team has given approval for the Ombudsman to ride the van routes to ensure they are running smoothly and on time and bring back any concerns to them. HIPPA: Per the Lead NCM, the Soldier's HIPPA rights were not violated because when the NCM entered the room it was because the Soldier's voice had been elevated and there was no personal information discussed at that time. CHANGE NCM: The Lead NCM agreed to change the Soldier's NCM but could not accommodate the Behavioral Health background. The same day, the Lead NCM contacted me via email and stated that the Soldier changed her mind about changing NCMs and she will not continue to vacillate between the Soldier's requests so the Soldier will stay with her current NCM. DISRESPECT FROM JUNIORS: The CSM stated he has addressed that with his 1SGs and said if it happened again, to let him know. Called and informed the Soldier of the above results.
157032	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	6/27/14	27 Jun 2014: Soldier states she has a complaint against her Platoon Sergeant.	RESOLUTION	27 Jun 2014: Soldier states she spoke with her Reserve Liaison about her issue and that she was addressing it. Asked Soldier if she wanted me to address her issue also? Soldier stated "no", she would let the Reserve Liaison address it. Asked Soldier if she spoke with her C2 about her issue with the PS? Soldier stated "no." Recommended to Soldier to speak with her C2 about her issue. Ensured Soldier has my contact information and told her to contact me if she needs further assistance. Soldier agreed.
157103	Army Reserve	Fort Carson	Complaint Against WTU Chain of Command	6/27/14	20 Jun 2014; Requesting assistance with transitioning out and medication dosage.	RESOLUTION	23 Jun 2014; A meeting with SM, mother, triad of leadership to include WTB CDR, and WTB Surgeon for Monday 30 Jun 2014 to discuss and address these concerns. Soldier's mother has been approved for NMA as support for the Soldier.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
157664	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	7/3/14	Soldier called stating she was being harrassed by her chain of command; specifically she has had to take three medical UA tests in the past two months. She states she has never come up "HOT"; there has never been an issue of illegal drug use or inappropriate usage of her medications. The Soldier became hysteical on the phone stating she could not take this anymore. She further stated she knew this was going to happen as soon as she extended.	RESOLUTION	11 Jul 2014 Follow-up call to the Soldier revealed she did not have to take the Medical UA. She stated when she arrived to the clinic her appt was changed to a PCM appointment t...although she states this was not on the schedule when she informed she had to take a Medical UA that morning. The Soldier stated she felt someone realized a mistake had been made or the inquiry from the Company Commander after I spoke to CPT (b)(6) created a change in plans per se.
157845	Active Army	Fort Hood	Complaint Against WTU Chain of Command	7/7/14	Unit is saying Soldier will be REFRAD prior to completion of treatment and will not do MEB - feels this is retribution.	RESOLUTION	Spoke with CM and addressed concerns. Will continue to f/u.
157912	Active Army	Brooke Army Medical Center	Complaint Against WTU Chain of Command	7/7/14	07 Jul 2014 Soldier called and said he was already approved funds for a trip to CFI, but it was still pulled even though he already had a plane ticket.	RESOLUTION	09 Jul 2014 Soldier's Platoon SGT said that the SM's CO had walked the SM's Leave through to the WTB CO for approval so the SM could go on the WWP (Wounded Warrior Project)-sponsored trip to Roanoke, NY from 09-13 July. The SM also emailed me that he was told at 1525 hours on 08 Jul that he was going on the trip to NY.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
158512	Active Army	Fort Riley	Complaint Against WTU Chain of Command	7/11/14	SPC (b)(6) is pending a Summarized Court Martial for allegedly punching his squad leader on 30 June 2014 in the orderly room/company area. His AW2 Advocate asked me to speak with him about an "appeal". letter he is writing to his Company Commander requesting that his CO lift the restriction to the hospital/WTB/shopette area and lift the requirement that he must have an NCO escort to all appointments.	RESOLUTION	06 August 2014: CPT (b)(6) B Co. Commander, reported that he is dropping SPC (b)(6) UCMJ packet down from a SCM to a FG AR 15.
158751	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	7/15/14	26 JUNE 2014: Soldier feels his removal from a cadre position	RESOLUTION	14 JULY 2014: Soldier was finally able to get in to speak with the CSM and 1SG reference him being pulled out of the cadre position. I was unable to attend with the Soldier because of a prior meeting with another Soldier. The Soldier stated that the CSM is going to send the concern to the hospital CSM for his input and decision. The Soldier tried several times to get in to see the CSM, but the CSM was unable to see him and then went on leave for the holiday.
158757	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	7/15/14	01 JULY 2014: Soldier received a substandard NCOER	RESOLUTION	14 JULY 2014: The Soldier tried several times to get in to speak with the CSM but was unable to until today. I was unable to attend with the Soldier because of prior meetings with another Soldier. The Soldier stated that he was not counseled properly and did not know where the dates came from on the front of the evaluation. The 1SG stated that the dates came from the monthly counselings he received. The Soldier felt he was not able to plead his concern fully but stated that the CSM would forward his packet to the hospital CSM for review and approval.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
159232	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	7/18/14	18 Jul 2014: SSG (b)(6) request asst w/C2 requiring him to attend a medical scrimmage scheduled at the last minute.	RESOLUTION	18 Jul 2014: The Company Commander stated he was aware the Soldier had an appt and offered to schedule the medical scrimmage for an alternate time; the Commander went on to say that the Soldier should be free because he contacted the lawyers office to confirm appt; however, the lawyer was unavailable because he was court and would be there all day: the Commander stated SSG (b)(6) could have been meeting with another legal representative; nevertheless, he was willing to schedule for a different time but the scrimmage needed to be completed because the Soldier hadn't had a medical scrimmage in a while; updated Soldier; Soldier stated he was standing by to attend his medical scrimmage; no further concerns.
159583	Active Army	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	7/23/14	Soldier feels he is being harassed by his PSG and Squad Leader. Just wants to be treated like a Soldier.	RESOLUTION	05 Aug 2014: Spoke with Soldier stated that things are better with his Platoon and CoC and he thanked me for the help.
160527	Active Army	Fort Hood	Complaint Against WTU Chain of Command	8/1/14	28 Jul 2014 - Soldier states a request was surgery was turned in approx 2 months ago and all he is being told is that it is out for approval.	RESOLUTION	06 Aug 2014 - Ombudsman spoke with MAJ (b)(6) who found out the packet had been approved by MAJ (b)(6) and he forwarded the approval Memo to her. She discovered the Memo at the top had the Soldier's name and correct diagnosis, but in the body of the memo, it had someone else's name. She asked that it be corrected. MAJ (b)(6) said to go ahead and tell the Soldier the packet for surgery was approved and if anyone had a problem to contact her about it. Ombudsman called the Soldier and told him. He was told if he continued to have a problem with this, not to hesitate to call Ombudsman.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
160834	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	8/5/14	04 AUG 2014: Soldier's pass was denied and she would like to change NCMs	RESOLUTION	06 AUG 2014: Spoke with the 1SG and he stated that he was not the one who set the 50-mile radius, it was her PCM because the Soldier was having seizures and falling out and they have not been able to pin point the origin. The Soldier agreed to the 50-mile radius on 25 July on a counseling given by her SL. She has never asked to go see her children in California, only puts in pass requests to go to Atlanta. I spoke with the NCM and she stated the same things that the 1SG stated that the Soldier never mentioned that she wanted to go to California to see her kids, only interested in going to Atlanta. Additionally, she consistently begs the Soldier to remain compliant overall while in the program because she is always missing appointments, formations, and not taking her medications as prescribed. I attempted to contact the Soldier on 6, 7, and 11 August to update her, no answer and could not leave a voice mail because her mailbox was full.
160928	Army National Guard	Brooke Army Medical Center	Complaint Against WTU Chain of Command	8/6/14	05 Aug 2014: Soldier called my Black-berry and stated that he is on transition leave and has been for 3 weeks and with one week left before he is out of the Army. Soldier stated that he recieved a call from his Squad leader ordering him to report back to work immediately. The Soldiers stated that he was 7 hours out of town and could not just jump up and drive back. I told the Soldier that i would speak to his C2; I explained to the Soldier that if his C2 demands he comes back that he has to come back	RESOLUTION	05 Aug 2014: I spoke with the First Sergeant and the Platoon sergeant, they both agreed to work with the Soldier, and decided not to have him to return to duty right away. The Platoon sergeant called the Soldier and informed the Soldier that it would be okay if he took a couple days to come back. The Soldier was ok with that; he stated that he was going to have to be back in San Antonio TX, 08 Aug 2014 for surgery. He agreed that he could make it back by 07 Aug 2014: The Soldier returned 07 Aug 2014, to work with no problem. The Soldier has signed off of transition leave. Soldier was satisfied that he did not have to come back right away.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
161404	Active Army	Vilseck, Germany	Complaint Against WTU Chain of Command	8/11/14	5 Aug 14, SPC (b)(6) has several complaints against his WTU COC. He has requested thru his COC see the BN CDR but does not know the status of his request.	RESOLUTION	On 7 Aug 2014 SPC (b)(6) saw the BN CDR and explained his concerns. SPC (b)(6) is satisfied with the fact that he received his appointment with the BN CDR.
161746	Active Army	Fort Benning	Complaint Against WTU Chain of Command	8/13/14	12 Aug 2014: Soldier has complaint against the WTB chain of command (CoC).	RESOLUTION	22 Aug 2014: Ombudsman called the Soldier to see if he had met with the 1SG. SM alleged that his NCM spoke with his Platoon Sergeant (PSG) and explained his medical situation from a nurse perspective. SM stated that his PSG suddenly changed his behavior towards him and things are going well. He apologized for not calling me but he wanted to wait for a few days to see if things were going to stay the same. SM thanked me for the call and the advice. End of issue.
162213	Civilian	Fort Gordon	Complaint Against WTU Chain of Command	8/18/14	07 AUG 2014: Not being compensated for duties performed	RESOLUTION	20 AUG 2014: Met with the DAC's supervisors (MAJ (b)(6) and MSG (b)(6) who received that the DAC was overwhelmed and stated they would take the Tasking duty away from her and they would manage this duty. In doing this, that should relieve about 1/3 of her responsibilities and allow her to concentrate on other duties in her position description and relieve some of the stressors she is feeling of being overworked. The DAC is TDY through the end of the month, but MAJ (b)(6) stated he would have a meeting with her on 2 September, 0900 when she returns and inform her of the change. I asked if I could attend the meeting as well and he stated I could, so I plan to attend the meeting in support of the DAC.
162437	Active Army	Naval Medical Center Balboa	Complaint Against WTU Chain of Command	8/20/14	Soldier came to my office upset about an issue with his WTU Squad Leader disrespecting him and starting a fight over some boxing gloves. Soldier wants the SL to back off of him.	RESOLUTION	21 Aug 2014: Soldier understands the order given by the Commander, he just wants to retire and thanked me for getting involved.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
162541	Veteran	Fort Sam Houston	Complaint Against WTU Chain of Command	8/21/14	18 Aug 2014: Complaint against Fort Campbell WTU COC	RESOLUTION	21 Aug 2014: Anonymous complaint. Contacted Fort Campbell Ombudsman (b)(6) Forwarded message to ombudsman. Message forwarded to Fort Campbell MTF Commander/HIPAA Office and WTB Commander. Issue will be addressed by COC. No further action needed at this point. Case closed by MMAG. ACTION CLOSED.
162736	Army National Guard	Fort Gordon	Complaint Against WTU Chain of Command	8/22/14	21 AUG 2014: Soldier still feels the command is harassing her	RESOLUTION	22 AUG 2014: Spoke with the 1SG who stated that he is not singling the Soldier out as far as passes. He does not have a problem with the Soldier going on pass to see her children, but he told the Soldier that she would have to provide a facility that she could go to for emergency care should she have a seizure episode. The Soldier has not provided this information and he will not approve a pass until she does so. Tried to contact the Soldier to no avail.
162738	Active Army	Fort Gordon	Complaint Against WTU Chain of Command	8/22/14	21 AUG 2014: Soldier states that the CSM is calling his branch manager trying to get him moved or transferred	RESOLUTION	22 AUG 2014: Spoke with the Soldier's branch manager who verified that the Soldier could not be moved at this point. The WTU accepted his high school stabilization request, but at that point, they should have moved him off their books by transferring him to another unit on Ft. Gordon. They did not do that so the Soldier must stay at the WTU until he processes out of the Army. I called and informed the Soldier. He was very grateful for my assistance.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
163108	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	8/26/14	06 August 2014:SSG (b)(6) reports that his Command is resistant to allowing him to complete the 200-hour clinical portion of his Paramedic course at (b)(6) (b)(6) followed by 200 hours of ambulance clinical time. He reported that if he cannot complete his clinicals by December 2014, then he will have to re-test all over again and re-do all of the clinical hours.	RESOLUTION	11. August 2014: I met with SSG (b)(6) He gave me a copy of his approved clinical schedule for (b)(6) hospital. See also the several other open issues for this Soldier.
163125	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	8/26/14	SSG (b)(6) reported that he is dissatisfied with his NCOs because he is getting a negative counseling statement for "going to get something to eat" whilst on quarters.	RESOLUTION	Monday, 11 August 2014: (b)(6) stopped by my office to discuss (b)(6) other issues. She informed me that the Soldier will receive a negative counseling statement today because his NCOs saw him at the car dealership when he was supposed to in his apartment on Quarters. SSG (b)(6) reported that he is dissatisfied with his NCOs because he is getting a negative counseling statement for "going to get something to eat" whilst on Quarters. As the conversation progressed, SSG (b)(6) reported that he took his car in for an oil change while he was on Quarters. Soldier did receive negative counseling statement for the incident.

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Issue ID	Component	Issue Location	Issue Type	Issue Date	Issues Comments	Issue Logs Type Code	Issue Logs Log Text
163126	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	8/26/14	SSG (b)(6) reported that his Cadre inspected his off-post quarters despite his objections.	RESOLUTION	Note: Please see also the other open issues for SSG (b)(6) Monday, 22 Sept. 2014: I called SSG (b)(6) to follow up with him. He reported that he met with Legal Assistance about his PLT SGT coming to his home for an un-announced visit. He reported that Legal Assistance advised him that they cannot enter his off-post residence without his permission except in cases of emergency, but because SSG (b)(6) "welcomed them into his home," there was nothing that Legal Assistance could do in that instance, per the Soldier's report. SG (b)(6) reported that he met with his SQL and PLT SGT, told them that he would like to have two NCO's present (i.e., not the PLT SGT by herself) when "inspecting" his residence for the protection of both parties.
163181	Army Reserve	National Naval Bethesda, MD	Complaint Against WTU Chain of Command	8/27/14	20140820, SM requests advice from USAR WTS in reference to concerns with his Squad Leader.	RESOLUTION	20140903, USAR WTS followed up with SM, no further issues reported at this time.
163361	Army National Guard	Fort Hood	Complaint Against WTU Chain of Command	8/28/14	28 Aug 2014 - Soldier states he had a verbal altercation with his NCM's supervisor, CPT (b)(6) 26 Aug 2014.	RESOLUTION	16 Sep 2014 - Ombudsman spoke with the Soldier who stated he was transferred to A CO on 12 Sep 14 and as of 15 Sep 14, he was told by the 1SG that the incident is over with. Soldier just waiting on his ratings from the VA.

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163444	Army National Guard	Tripler Army Medical Center	Complaint Against WTU Chain of Command	8/28/14	The Soldier, a platoon sergeant for HHC, Hawaii Warrior Transition Battalion presented to the ombudsman on behalf of five Guam National Guard Soldiers in Transition who are being ordered in transfer to remote care in Guam on a space-available Military Air Command (MAC) flight in lieu of via official military travel.	RESOLUTION	28 Aug 2014 - Despite my recommendations to pursue official military travel through coordination with the MEDCOM Soldier Tracking and Regulating Center (STARTC), the Hawaii WTU Command opted to move the personnel from Hawaii to Guam on a space available basis via the Hickam Air Force Base Air Mobility Command. The personnel were successfully transported and arrived without incident. However, the Hawaii WTU will now be required to retroactively process Patient Movement Requests (PMRs) as directed by the MEDCOM STARTC to comply with established processes. MEDCOM and the Pacific Regional Medical Command are aware of the issue and will address it to prevent future occurrences. SFC (b)(6) was thankful for the effort put forth by the Ombudsman program and will continue to seek further assistance as needed. Issue resolved.
163576	Active Army	Fort Riley	Complaint Against WTU Chain of Command	8/29/14	SPC (b)(6) reported that the WTB BN CDR will not sign the packet to allow him to ride his motorcycle.	RESOLUTION	Wednesday, 20 August 2014: I met with SPC (b)(6). He reported that the WTB BN Motorcycle Mentorship NCO spoke with the BN CDR last night. He reported that LTC (b)(6) signed his motorcycle packet last night.
163582	Active Army	Fort Riley	Complaint Against WTU Chain of Command	8/29/14	SPC (b)(6) reported that he now has a public-access service dog. He wants to know how he goes about getting approval for the service dog.	RESOLUTION	Wednesday, 08 October 2014: I met with SGT (b)(6). He reported that he wants to "stir the pot" and does not accept as valid the legal opinion on the status of his dog given by SJA Trial Counsel. The BN XO and the BN CSM have already advised SGT (b)(6) to meet with Legal to address his belief that the Legal Opinion from SJA is invalid. Continued from the previous entry: I explained that no Commander on this installation will go directly against the legal opinion from SJA.
163769	Army Reserve	Fort Bragg	Complaint Against WTU Chain of Command	9/2/14	02 Sep 2014: (b)(6) wants to know why her husband's, SSG (b)(6) four hour duty profile is not being honored.	RESOLUTION	09 Sep 2014: Per conversation (b)(6) the Company Commander has addressed the administrative concern and has provided a lucrative resolution reference duty profile; (b)(6) has no further concerns reference this issue.

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163973	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	9/4/14	04 Sep 2014: Soldier requested assistance with abuse of authority by the COC.	RESOLUTION	8 September 2014: Ombudsman has scheduled an appointment for the SFC [REDACTED] to bring over the new Cadre for introduction to me. At that time a few of Soldier's issues will be addressed but I won't use his name or the names of any other Soldier. This will be a general get to know the Ombudsman visit. Case Closed
163999	Army Reserve	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	9/4/14	27 Aug 2014: Soldier request assistance because he stated thinking that the COC had something against him and he felt threatened by the Platoon SGT.	RESOLUTION	8 September 2014: Soldier stated that he was happy and his family was happy that this case was resolved in his favor. He stated that he appreciated my intervention and thanks for the favorable outcome. Case Closed
164124	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	9/5/14	28 Aug 2014: Soldier came to the Ombudsman in tears asking for assistance because a male came into the female bathroom when she was in there alone.	RESOLUTION	5 September 2014: Soldier seemed satisfied that her issue had been resolved. She thanked me for my assistance and stated that she was glad that she had come to see me despite the fact that her Commander had said she was so tired of everyone going to the Ombudsman. Case Closed
164139	Active Army	Landstuhl Regional Medical Center, Germany	Complaint Against WTU Chain of Command	9/5/14	04 Sep 2014: Soldier, 100% disabled requested assistance because she was denied a direct flight to her home with her two young sons and cat.	RESOLUTION	17 September 2014: Soldier has Medically Retired from the Army and returned to her home in the States. She had numerous complaints about the WTU and how they treated her with the last request, having her take a direct flight with her children and cat due to her disabilities and that was denied. Ombudsman provided all assistance that was possible within my capabilities and Soldier stated being satisfied with all that I had done to assist her. She stated that she would write about her problems and how she was treated when she finally finished with all of her Army responsibilities. Soldier thanked Ombudsman for my extensive time and attention to her issues. Case Closed

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164407	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	9/8/14	02 Sep 2014: Soldier request assistance identifying why he is Flagged.	RESOLUTION	02 Sep 2014: Contacted Soldier and informed him of the conversation I had with his Commander and 1SG. Informed Soldier he would be officially notified and counseled the following day of being Flagged. 03 Sep 2014: Contacted Soldier and verified he was counseled in writing that he is Flagged and why. Informed Soldier to contact me he needs further assistance.
165624	Army National Guard	Fort Bragg	Complaint Against WTU Chain of Command	9/19/14	16 Sep 2014: Soldier has a complaint with his C2/1SG.	RESOLUTION	19 Sep 2014: Contacted Soldier's Commander in regards to Soldier's issue. Commander stated she spoke with 1SG and feels that the issue was addressed properly and something like that will not happen again. Contacted Soldier and told him what the Commander told me. Asked Soldier if he was satisfied with the Commander's response? Soldier stated "yes, he just wanted to bring the 1SG's conduct to someone's attention.". Informed Soldier to contact me if he needs further assistance.
165806	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	9/22/14	Ssg (b)(6) reported that he requested to meet with the WTB Battalion Commander via the Open Door Policy due to two negative counseling statements that he received from his (new) SQL and/or PLT SGT. "I'm not really liked." Ssg (b)(6) reported that he will be on leave until next week.	RESOLUTION	Monday, 22 September 2014: I met with Ssg (b)(6) He reported that he recently received two negative counseling statements for Disrespect, one from his SQL, and the second one from his PLT SGT. Ssg (b)(6) reported that he is presently seeking advice and guidance about this issue from CW4 (b)(6) (ST in B Co.). Ssg (b)(6) reported that his PLT SGT is leaving soon, so he feels that this situation will self-resolve once she leaves. Ssg (b)(6) declined my assistance with this issue at this time, as he reported that he presently seeking guidance from CW4 (b)(6) I asked him to contact me if he changes his mind.

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166083	Army Reserve	Brooke Army Medical Center	Complaint Against WTU Chain of Command	9/24/14	24 Sep 2014 Soldier's Case Manager said the SM was told that his problems with being banned from having golfing privileges were a C2 issue and none of the CM's/M2 business. The SM was authorized to play golf as part of his Physical Therapy and BH Therapy.	RESOLUTION	23 Oct 2014 after checking with Soldier (did not return calls) and his Chain Of Command a couple of times I eventually received a call from SM's Platoon Sergeant who said that the CO is allowing SM to go golfing and as a matter of fact, SM went last week Friday, 17 Oct 2014 to a golf course where his Platoon SGT's niece was the official who processed SM onto the course. According to the SM's PSGT and CO the SM is still flagged and normal trips and other social venues are still off limits. The SM did pick up his legal paperwork and is to see legal and under investigation from the authorities who say both sides have conflicting stories about the golfing incident.
166179	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	9/25/14	22 Sep 2014: SGT (b)(6) requests a FLIPL instead of a statement of charges for her TA-50.	RESOLUTION	22 Sep 2014: I contacted the WTU Supply Specialist (b)(6) (b)(6) CPT (b)(6) CDR, SFC (b)(6) 1SG, and SFC (b)(6) PSG. CPT (b)(6) stated that SGT (b)(6) told the Command that she has two duffel bags full of TA-50 at her home in NC and is not able to get it and bring it to Ft. Eustis. SFC (b)(6) and SFC (b)(6) stated that they would drive to NC to get the TA-50 and if she is missing anything after turning in the TA-50 from NC, the Commander would process the FLIPL. The Command stated that they will do whatever is necessary to assist SGT (b)(6) with the turn in and FLIPL. I told SGT (b)(6) to call her PSG ASAP because they are willing to assist her. SGT (b)(6) stated that she will call the Command today. 22 Oct 2014: I have been calling SGT (b)(6) for an update without success. Per the Command: SGT (b)(6) has not contacted the unit for assistance with this issue.

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166183	Active Army	Tripler Army Medical Center	Complaint Against WTU Chain of Command	9/25/14	The Soldier and his spouse request assistance to determine the status of a CID investigation that could result in punitive action.	RESOLUTION	01 Oct 2014 - The Soldier was informed of the charges against him on 22 Sep 2014 (see attached DD Form 458). He has since met several times with the Schofield Barracks Trial Defense Services office and feels he is getting good support in preparation for his [ending court martial proceedings. While it was coincidental that the command preferred charges against the client shortly after he sought Ombudsman assistance, the Soldier is still very thankful for the services provided by the program and will continue to seek further advocacy as needed for this or other questions/concerns. Issue resolved.
166536	Active Army	Fort Hood	Complaint Against WTU Chain of Command	9/30/14	Family member states they are not approving Soldier's pass due to a unwritten policy.	RESOLUTION	Ombudsman got contact information for CPT (b)(6) so she could talk directly with spouse to address her concerns. 26 Sep 14, Ombudsman followed up with commander who stated that her conversation did not go well with wife. She was very rude and made some very offensive statements when it comes the race. But since SSG (b)(6) had completed his inprocess requirements she would allowed him to take a pass.
166605	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	9/30/14	SGT (b)(6) reported that he was wrongfully pulled out of CCU back to the Ft. Riley WTB.	RESOLUTION	Monday, 27 October 2014:I met with SGT (b)(6) He does not want me to escalate this issue past the CSM yet. He told me that he wants to give the CSM 30 days to work this issue for him. He reported that his priority right now is his PDA appeal (see other issue). Please see also the other open issues that I'm working on for SGT (b)(6)
166622	Army Reserve	Fort Riley	Complaint Against WTU Chain of Command	9/30/14	CPT (b)(6) wants to know if he is entitled to PTDY because he needs the extra ten days to look for employment in the Kansas City area.	RESOLUTION	Per AR 600-8-10, Ch. 5, CPT (b)(6) is not entitled to PTDY (he is being REFRAD/RTD).
166801	Army Reserve	Fort Lewis	Complaint Against WTU Chain of Command	10/1/14	1 OCT 2014: Soldier wants a new squad leader.	RESOLUTION	6 OCT 2014: Soldier stated that he had been reassigned a new squad leader thanks to my Ombudsman discussion with his COC. Soldier has no further issues at this time.

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167075	Army Reserve	Brooke Army Medical Center	Complaint Against WTU Chain of Command	10/6/14	Oct 2014: Soldier stated he was unfairly treated by his C2. Oct 2014: Soldier stated he was unfairly treated by his C2. Soldier stated that he was made to sit outside his room for 5 hours, during an unannounced barracks inspection. Soldier stated that he was not allowed to take his medication. Soldier also stated that because of some medication they found unmarked the CDR flagged him and read him his rights	RESOLUTION	09 OCT 2014: I spoke to the C2 and the Soldier's flag was lifted. I also was able to share photos showing how the Soldier's personal belongings were scattered over the room. Photos provided by the Soldier. The Soldier is scheduled to speak to the Battalion Commander about the incident.
168511	Active Army	Fort Eustis	Complaint Against WTU Chain of Command	10/21/14	20 Oct 2014, Soldier wants me to look into her profile being violated.	RESOLUTION	29 Oct 2014, I spoke with the WTU First Sergeant about the four hour work day. He contacted SGT (b)(6) new Squad Leader to inform and ensure them that the Soldier should only be allowed to work according to her profile, but would have to attend any medical appointment made by her NCM. He stated that he would further discuss the Soldier's issue with the WTU Commander upon her return from leave. I shared this information with the Soldier and she was satisfied and understood having to make appointments if outside of the four hour schedule.

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168793	Army National Guard	Fort Leonard Wood	Complaint Against WTU Chain of Command	10/23/14	23 Oct 2014: Soldier says his PSG singled him out by verbally reprimanding him for being in his room during morning PT, when others were in their rooms, yet the PSG did not reprimand them.	RESOLUTION	23 Oct 2014: Spoke with the Soldier about his concern and told him that he shouldn't feel singled out because (1) he shouldn't have been in his room during PT, (2) it's his PSG's job to correct him, (3) his PSG never saw other Soldiers in their rooms; he would have corrected them, too, had he seen them, (4) his PSG only verbally reprimanded for his actions, and (5) he received no counseling statement for his actions. Soldier didn't agree with my assessment of the situation and told me there's no need to address the issue . . . said, "It's obvious I've already addressed it myself; therefore, I don't need you to address it. Finally, Soldier is not happy with the outcome of this case because I told him that his PSG's actions were proper.
169077	Army Reserve	Fort Gordon	Complaint Against WTU Chain of Command	10/27/14	27 Oct 2014; Officer presents with Counseling Statement concern.	RESOLUTION	28 Oct 14; After the meeting, a decision was made by CPT (b)(6) (Officer's Co CDR) to stop the Counseling Statement. Rather; a MFR (of which I requested and was provided) would be placed in Officer's file, stating that the No-Show was erroneous and through no fault of the Officer. Furthermore; it was not a Scheduled appointment. I then contacted Officer to address findings and case closure. Officer understood, agreed, was pleased, thanked me, and had no other concerns at the time.

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169357	Active Army	Fort Lewis	Complaint Against WTU Chain of Command	10/29/14	Soldier and her spouse are very upset with how the Soldier has been treated by the WTb Chain of Command and feels this hostile attitude has spilled over into her medical care...which she feels is nonexistent	RESOLUTION	24 Oct 2014 CPT (b)(6) sent me a text message and met with me in my office to thank me for allowing her to vent the previous day. She stated she was such a state of emotional upheaval she did not know where to turn or who she could talk to as she feels the WTB is conspiring against her and creating roadblocks at every turn. She states the amount of medical documentation she has provided which has established and corroborated her medical complexity is beyond any level of comprehension, however she states she feels she has been targeted because she does know the system. She states she was stationed at the WTC on the Policy writing team and she feels this is causing her strife because she "questions" information which she knows is not true that comes from the C2/M2 side of the house.
169553	Active Army	Fort Bragg	Complaint Against WTU Chain of Command	10/31/14	27 Oct 2014: SM requested Ombudsman assistance with informing WTB leadership he felt like LT (b)(6) attempt to provoke him.	RESOLUTION	27 Oct 2014: Ombudsman spoke with and emailed LTC (b)(6) (WTB CDR) Soldier concern. CSM (b)(6) was cc'ed on email. LTC (b)(6) mention LT (b)(6) had met with him this morning to address his concerns about SM regarding this same incident.