



OIG Complaint Submission System (OIGCSS) Help File

*OIG Complaint Submission System (OIGCSS)
Office of the Inspector General*

U.S. Small Business Administration

February 2016

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1 SBA OIG Complaint Submission Form

When you select the “OIG Complaint Submission System” (OIGCSS) hotlink from the SBA Office of Inspector General web page https://eweb1.sba.gov/oigcss/client/dsp_welcome.cfm, this is the first screen that displays:



The screenshot shows the desktop version of the SBA OIG Complaint Submission Form. At the top left is the SBA Office of Inspector General seal. To its right, the title "SBA OIG Complaint Submission Form" is displayed in a bold, brown font. Below the title, there are two radio button options for consent. The first option is selected (indicated by a filled circle) and reads: "I give the SBA OIG permission to release my identity on a need to know basis to address allegations of fraud, waste, abuse or misconduct. (default)". The second option is unselected (indicated by an empty circle) and reads: "I understand that choosing to remain confidential may limit the ability of the SBA OIG Hotline to fully address my concerns." A "Next" button is located in the bottom right corner of the form area.

And if you are using the mobile version you will land on the page below:



The screenshot shows the mobile version of the SBA OIG Complaint Submission Form. At the top, there is a blue header bar with the text "TEST" on the left, "OIGCSS" in the center, and "Ready" on the right. Above the header, there are links for "Skip Navigation", "Accessibility Options", "Mobile View", "Exit", and "Help". Below the header, the SBA OIG Complaint Submission Form content is displayed, including the seal, the title "SBA OIG Complaint Submission Form", the two radio button options, and a "Next" button at the bottom left.

When you click the Next button the action will take you to the **Complaint Submission** form as shown below. And if you are using the mobile version it will take you to the screen shown after this screen.



SBA OIG Complaint Submission Form

(*)Date of Complaint:

(*)Complainant Status: SBA Employee Former SBA Employee SBA Contractor Other Decline to Answer

I choose to remain Anonymous. I do not wish to provide my name in connection with this complaint. I understand my decision to remain anonymous will prevent the SBA-OIG from contacting me for additional information or clarifications, and may prevent a comprehensive assessment of my complaint.

Complainant Details:

	First Name	Middle Name	Last Name
Complainant:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Country:	<input type="text" value="UNITED STATES"/>		
Zip/Zip+4:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup Zip"/>
Street 1:	<input type="text"/>		
Street 2:	<input type="text"/>		
City Name:	<input type="text"/>	State:	<input type="text" value="Not Yet Selected"/>
Phone:	<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>
	(Country) (Area Code) (Phone Number) (Extension)		
	(US is 1)	(999-9999)	
Email:	<input type="text"/>		

Wrongdoer Details:

	First Name	Middle Name	Last Name
Wrongdoer:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Job/Position Title:	<input type="text"/>		
Country:	<input type="text" value="UNITED STATES"/>		
Zip/Zip+4:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup Zip"/>
Street 1:	<input type="text"/>		
Street 2:	<input type="text"/>		
City :	<input type="text"/>		
State:	<input type="text" value="Not Yet Selected"/>		
Phone:	<input type="text"/>		

Wrongdoer Business Details:

Wrongdoer Business:	<input type="text"/>
Company DUNS:	<input type="text"/>
Country:	<input type="text" value="UNITED STATES"/>
Zip/Zip+4:	<input type="text"/>
Street 1:	<input type="text"/>
Street 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text" value="Not Yet Selected"/>
Phone:	<input type="text"/>

SBA Program:

SBA Loan/Program Type	Name on Loan	Loan Number
Select One		

Complaint Narrative:

Rich text editor toolbar with options for Bold, Italic, Underline, Bulleted List, Numbered List, Indent, Outdent, Format, Font Family, Font Size, and other text formatting tools. The text area below is empty, and the word count at the bottom right is 0.

Attachments:

Have you reported this matter to any Organizations/Agencies? Yes No

Org/Agency Name	When	Status

I certify that all the statements made in this complaint are true, complete and correct to be best of my knowledge. I understand that a false statement or concealment of a material fact is a criminal offense (18 U.S.C. 1001; Inspector General Act of 1978, As Amended, 7).

Mobile Version

SBA OIGCSS

+ Navigation

 **SBA OIG Complaint Submission Form**

- + Date and Complainant Status
- + Confidentiality and Complainant Details
- + Wrongdoer Details
- + Wrongdoer Business Details
- + SBA Program
- + Complaint Narrative
- + Other Agencies
- + Certify

1.1 Definition of Terms on OIG Complaint Submission Form Screen

1.1.1 Complainant Detail

1. Date of Complaint – the day the complaint was filed.
2. **I choose to remain anonymous** – check this if you want to remain anonymous. If you check this your personal information will not be entered
3. Complaint Filer Name – Enter the first, middle initial (if applicable), and the last name of the person who is filing the complaint.
4. Country/Territory – Use the drop-down list to select the country/territory where the complainant resides.

5. State/Province – This field only displays if a country other than the United States is selected in the “Country” drop-down list.
6. Zip+4 Code – Enter the state zip + 4 code, then select the **Lookup Zip** pushbutton to automatically populate the “City Name” and “State” fields. **Note:** the “Zip+4 Code” field will read “Postal Code” if a country other than the United States is selected in the “Country” drop-down list.
6. Street 1 – Enter the first line of the street address.
7. Street 2 – Enter the second line of the street address.
8. City Name – Enter the name of the city. If you selected the **Lookup Zip** pushbutton, this field will already display the city name.
9. State – Use the drop-down list to select the state. **Note:** this field only appears if the United States is selected in the “Country” drop-down list.
10. Phone – Enter the phone number, including the country code and area code.
11. Email – Enter the email of the person who is filing the complaint.
12. Complaint Narrative – Enter supporting comments that detail the complaint.

1.1.2 Wrongdoer Detail

1. Wrongdoer Name – Enter the first, middle initial (if applicable), and the last name of the wrongdoer.
2. Job/Position Title – Enter the wrongdoer’s title.
3. Zip+4 Code – Enter the state zip + 4 code, then select the **Lookup Zip** pushbutton to automatically populate the “City Name” and “State” fields.
4. Country – This view-only field displays “US”.
6. Street 1 – Enter the first line of the street address.
7. Street 2 – Enter the second line of the street address.
8. City Name – Enter the name of the city. If you selected the **Lookup Zip** pushbutton, this field will already display the city name.
9. State – The abbreviation of the state displays in this view-only field.
10. Zip+4 – Enter the state zip + 4 code, then select the **Lookup Zip** pushbutton to automatically populate the “City Name” and “State” fields.
11. Country – This view-only field displays “United States”.
12. Street 1 – Enter the first line of the street address.
13. Street 2 – Enter the second line of the street address.
14. City Name – Enter the name of the city. If you selected the **Lookup Zip** pushbutton, this field will already display the city name.
15. State – Use the drop-down list to select the state. **Note:** this field only appears if the United States is selected in the “Country” drop-down list.
16. Wrongdoer Phone – Enter the phone number, including the area code.

1.1.3 Wrongdoer Business Detail

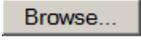
1. Wrongdoer Business – Enter the wrongdoer business name.
2. Company DUNS – Enter the DUNS number of the wrongdoer’s business.
3. Zip+4 Code – Enter the state zip + 4 code, then select the **Lookup Zip** pushbutton to automatically populate the “City Name” and “State” fields.
4. Country – This view-only field displays “US”.

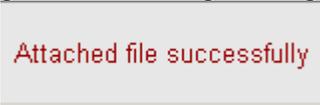
17. Street 1 – Enter the first line of the street address.
18. Street 2 – Enter the second line of the street address.
19. City Name – Enter the name of the city. If you selected the  pushbutton, this field will already display the city name.
20. State – The abbreviation of the state displays in this view-only field.
21. Zip+4 – Enter the state zip + 4 code, then select the  pushbutton to automatically populate the “City Name” and “State” fields.
22. Country – This view-only field displays “United States”.
23. Street 1 – Enter the first line of the street address.
24. Street 2 – Enter the second line of the street address.
25. City Name – Enter the name of the city. If you selected the  pushbutton, this field will already display the city name.
26. State – Use the drop-down list to select the state. **Note:** this field only appears if the United States is selected in the “Country” drop-down list.
27. Wrongdoer Business Phone – Enter the phone number, including the area code of the wrongdoer business.

1.1.4 SBA Program

1. SBA Loan/Program Type – Select the loan type from the drop down list
2. Name on Loan – Enter the name of the person on the loan.
3. Loan Number – Enter the loan number.

1.1.5 Attachments

Click the  button to upload a file to support your complaint. You should get the following message if the upload is successful:



1.1.6 Have you reported this matter to any Organizations/Agencies?

Click Yes or No.

If you select yes, the table below the message will display and you have to enter these information:

- Org/Agency Name – Enter the name of the Org/Agency you reported to.
- When – Enter the date you reported the matter to the above Org/Agency
-  Status -- The status of the report to the Org/Agency

1.1.7 I certify that all the statements

Mark this check box before you submit the form. The form will not be submitted if you don't mark this check box.

Click on the  pushbutton to clear all fields of inputted values.

Click on the pushbutton to submit the complaint. After clicking on this push button, the system will return the following message if the form is successfully submitted:

Your complaint has been successfully saved and reported to the SBA.
Your Complaint ID is 20090014. Please save this number and use it for future contact with the SBA OIG.
OIG Complaint Phone Number: 1-800-767-0385
OIG E-Mail Address: OIGHotline@sba.gov