



UNITED STATES MARINE CORPS
U.S. MARINE CORPS FORCES COMMAND
1775 FORRESTAL DRIVE
NORFOLK, VIRGINIA 23551-2400

IN REPLY REFER TO:
MFCO 5370.1
CIG

27 MAY 2014

U.S. MARINE CORPS FORCES COMMAND ORDER 5370.1

From: Commander, U.S. Marine Corps Forces Command
To: Distribution List

Subj: U.S. MARINE CORPS FORCES COMMAND HOTLINE PROGRAM

Ref: (a) MCO 5370.8, Marine Corps Hotline Program
(b) MCO 5430.1, Marine Corps Inspector General Program
(c) IGMC Assistance and Investigations Manual
(d) DoD Directive 7050.06, Military Whistleblower Protection
(e) SECNAVINST 5370.7C, Military Whistleblower Reprisal Protection
(f) DoD Directive 5505.06, Investigations of Allegations Against Senior DoD Officials
(g) SECNAVINST 5800.12B, Investigations of Allegations Against Senior Officials of the Department of the Navy

Encl: (1) MARFORCOM Command Inspector General Hotline Complaint Form

1. Situation. To implement the policies and provisions of references (a) through (c) this Order establishes the U.S. Marine Corps Forces Command (MARFORCOM) Hotline Program.

2. Mission. This Order establishes the MARFORCOM Hotline Program and clarifies the roles and responsibilities of the Command Inspector General (CIG) in support of the Marine Corps Policy to combat fraud, waste, and mismanagement (FWM). The Hotline Program provides an alternative to the chain of command for Marines, Sailors, and civilian personnel to report concerns or allegations dealing with inefficiency, misconduct, impropriety, mismanagement, or violations of law within MARFORCOM.

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3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. As always, the chain of command is the primary venue for reporting FWM or other violations of policies and regulations. The Hotline Program is intended to provide an alternative reporting mechanism when the use of the chain of command is determined to be unsuitable by the individual desiring to make a report. The MARFORCOM Hotline Program provides a direct line to the MARFORCOM CIG. Accordingly, the Hotline Program is the primary tool for the CIG in combating FWM and is open to all military personnel and civilians. Members of subordinate commands with an Inspector General (IG) are advised to address their complaints through their respective CIG, but may submit complaints to the MARFORCOM CIG.

(2) Concept of Operations

(a) Incidents of a criminal nature should be reported immediately to the local Provost Marshal Office (PMO), the Marine Corps Criminal Investigation Division (CID), or Naval Criminal Investigative Service (NCIS) as appropriate.

(b) Reference (b) establishes the requirement for a CIG at major subordinate commands commanded by general officers. The CIG is an extension of the Marine Corps Inspector General (IGMC) within the Inspector General Program and CIGs are required to cooperate fully with the IGMC. The Marine Corps Hotline Program is composed of the IGMC, IGMC staff personnel, CIGs, and CIG staff personnel, collectively referred to as IG personnel.

(c) Complaints, and reports of suspected FWM may be submitted by calling the MARFORCOM Hotline telephone number (757) 836-2128, mail to the attention of the MARFORCOM Inspector General or e-mail to the CIG at OMB.MARFORCOM.IG@usmc.mil, using the MARFORCOM Inspector website link <http://www.marforcom.marines.mil>, or by visiting the MARFORCOM CIG office in room 225 of Building NH-45 aboard Naval Support Activity, Hampton Roads. Use of the Hotline Complaint Form, enclosure (1), is recommended for all forms of submission. Accurate and detailed completion of enclosure (1) will facilitate thorough investigation and assist in the identification and correction of any violations. During normal

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working hours, representatives in the CIG office will discuss the complaint with the complainant and record the complaint using the worksheet. During non-duty hours, or when personnel are not available to answer the telephone, callers will be provided detailed instructions to leave a voice mail message.

(d) Information received via the Hotline Program shall be handled in strict confidence. Hotline complainants may elect to remain anonymous, although it is preferred that a means be provided by which CIG officials may contact the complainant for further information or clarification, as required.

(e) Regardless of the source or whether the complainant remains anonymous, all Hotline complaints shall be acted upon with the same due diligence as detailed in reference (c). CIG personnel are to investigate situations reported via the Hotline Program to determine if there actually is a case or a basis for the complaint. CIG personnel will take appropriate action in response to substantive allegations of FWM in a timely and impartial manner and report the result of such inquiries to the appropriate authorities in accordance with the policies and procedures established in reference (c).

(f) If the complainant has provided their name and contact information, the complainant will receive an acknowledgement notification from the CIG and a response from the CIG upon completion of the investigation or research into the complaint.

(g) When determined by the CIG and the Chief of Staff to be of potential interest and benefit to the greater MARFORCOM community, results of Hotline Program inquiries will be published to the staff. In such cases, the identity of the complainant will remain anonymous and the CIG will attempt to notify the complainant that the issue is being considered for possible publication.

(h) Military and civilian personnel matters, which are more appropriately addressed via the chain of command, such as request mast, or grievance procedures (i.e., equal opportunity, equal employment opportunity, workman's compensation, etc.) will not be addressed via the Hotline Program. Other information received that is not within the scope of this Order will not be investigated using procedures established for Hotline Program action. In these cases, the complainant will be referred to the appropriate source for

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addressing their concerns. Reports of these types of complaints will be filed with no further action.

(i) Special Category Hotline Complaints. Military Whistleblower Reprisal complaints shall be handled in accordance with references (c), (d), and (e). Allegations against senior officials shall be referred to the IGMC without delay for handling in accordance with references (f) and (g). Senior officials are defined in reference (a).

b. Tasks

(1) MARFORCOM CIG

(a) Manage and execute the MARFORCOM Hotline Program in compliance with references (a) through (g).

(b) Receive, analyze, act upon, and close all hotline complaints.

(c) Maintain staff awareness of the Hotline Program.

(2) MARFORCOM Public Affairs Officer. Coordinate with the CIG and Chief of Staff to determine the merits of publishing information on the results of hotline complaints that would be of an informative and educational nature to all hands.

(3) MARFORCOM Assistant Chiefs of Staff and Special Staff. Ensure personnel are informed of the requirement to report FWM via the chain of command and that the Hotline Program is available as an alternative reporting mechanism.

(4) MARFORCOM Subordinate Commands Commanded by a General Officer

(a) Establish a CIG in accordance with references (a) and (b).

(b) Establish a local command Hotline Program that includes a command Hotline telephone number and complies with the policies and guidance contained in this Order and references (a) and (c).

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(5) MARFORCOM Subordinate Commands not Commanded by a General Officer

(a) Ensure personnel are informed of the requirement to report FWM via the chain of command and that the Hotline Program is available as an alternative reporting mechanism.

(b) Ensure personnel are familiar with the contents of this Order and are specifically knowledgeable of the methods of reporting FWM via the Hotline Program to the MARFORCOM CIG in paragraph 3.a.(2)(c).

4. Administration and Logistics

a. All Hotline case files with supporting documentation will be filed and maintained in accordance with the references.

b. Hotline completion reports and associated papers will be maintained in a secure environment and made available only to those with an official need to know in compliance with reference (a). The cognizant release authority for CIG generated material is the IGMC or the Commander of the CIG that generated the material.

5. Command and Signal

a. Command. This Order is applicable to MARFORCOM and its subordinate commands.

b. Signal. This Order is effective the date signed.


J. M. MCNEAL
Executive Director

Distribution: D

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**MARFORCOM INSPECTOR GENERAL
HOTLINE COMPLAINT FORM**

For use by the CIG Office for telephone complaints or walk-ins.

Fill in all of the requested information.

1. Do you wish to remain anonymous?

Yes (If yes, do not identify yourself below)

No

2. If no, do you want confidentiality?

Yes, (If yes, identify yourself below. We will not release your name without your consent.)

No

3. Are you willing to be interviewed?

Yes

No

4. What is your full legal name? (last, first middle)

Mailing Address:

Address Line 1 _____

Address Line 2 _____

City _____

State _____

Zip Code _____

Country _____

Home Telephone: (Area Code and number) (Include country code, if applicable)

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Work Telephone: (Area Code and number) (Include DSN, and/or country code if applicable)

5. Who is involved? Include everyone's first and last names, rank/pay grade, and duty station/ place of employment. (Attach additional sheets if necessary)

Subject(s): Who performed the wrongdoing?

Witness(es): Who is/are the witness(es)?

6. What did the subject do that was wrong?

Enclosure (1)

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7. What rule, regulation or law do you think the subject(s) violated?

8. When did the incident occur? Provide dates and times or "Early 2013", etc.

9. Where did the incident take place? What location, command, etc.?

10. Why do you think the incident took place?

11. How have you tried to resolve the problem? Have you contacted your chain of command? Have you tried to resolve your complaint using an established process such as the Bureau of Corrections of Naval Records, Informal Resolution System, EO/EEO or legal system?

Enclosure (1)

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12. What do you want the CIG to do?

13. Additional information you wish to provide.
