



UNITED STATES MARINE CORPS
FLEET MARINE FORCE, ATLANTIC
MARINE FORCES COMMAND
MARINE FORCES NORTHERN COMMAND
1775 FORRESTAL DRIVE
NORFOLK, VIRGINIA 23551-2400

IN REPLY REFER TO
MARFORCMO 5370.1B
CIG

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MARINE FORCES COMMAND ORDER 5370.1B

From: Commander

To: Distribution List

Subj: MARINE FORCES COMMAND HOTLINE PROGRAM

Ref: (a) MCO 5370.8A, Marine Corps Hotline Program
(b) MCO 5430.1A, Marine Corps Inspector General Program
(c) SECNAVINST 5430.57H, Mission and Functions of the Naval Inspector General
(d) DoD Instruction 7050.01, DoD Hotline Program
(e) MCO 5210.11F, Marine Corps Records Management Program
(f) SECNAVINST 5370.5C, Department of the Navy Hotline Program
(g) DoD Directive 7050.06, Military Whistleblower Protection
(h) SECNAVINST 5370.7E, Military Whistleblower Protection

1. Situation. This Order implements the policies and provisions of references (a) through (c) and establishes the procedures for implementation and management of the Marine Forces Command (MARFORCOM) Hotline Program.

2. Cancellation. MARFORCOMO 5370.1A.

3. Mission. This Order updates 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, abuse and mismanagement (FWA/M). The Hotline Program provides an alternative to the chain of command for Marines, Sailors, and civilian personnel to confidentially and reliably report concerns or allegations dealing with inefficiency, misconduct, impropriety, mismanagement, gross waste of funds, abuse of authority, military whistleblower reprisal, or security violations, violations of law, rule, or regulation within MARFORCOM.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. The chain of command is the primary venue for reporting FWA/M 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 FWA/M and is open to all military personnel and civilians. Members of subordinate commands with a CIG are advised to address their complaints through their respective CIG but may submit complaints to the MARFORCOM CIG.

(2) Concept of Operations

(a) Reference (b) requires Marine Force (MARFOR) Commanders to establish a CIG. Reference (c) requires the MARFORCOM CIG to be an O-6 or GS-15 and requires the CIG report directly to the Commander. Reference (c) authorizes reporting to the Deputy Commander at commands wherein all Department Heads and Special Assistants report to the Deputy Commander. The CIG is an extension of the Inspector General of the Marine Corps (IGMC) within the Inspector General Program (IGP) and CIGs are required to cooperate fully with IGMC. The IGP is composed of the IGMC, IGMC staff personnel, CIGs, and CIG staff personnel, collectively referred to as IG personnel. Additionally, the CIG may occasionally establish Temporary Assistant Inspectors General (TAIG) to serve as subject matter experts or augments for a limited period or specified purpose as prescribed in references (a) and (b). TAIGs are also considered to be IG personnel.

(b) There are several ways to submit complaints or reports of suspected FWA/M. The preferred method is through an online submission form located at <https://hotline.usmc.mil/>. Alternate methods for submitting a complaint include calling the MARFORCOM Hotline at (757)836-2128, sending an email to OMB.MARFORCOM.IG@usmc.mil, mailing the command (Attn: Command Inspector General), and in-person by visiting the MARFORCOM CIG office (Room 218, Building NH-45E, Naval Support Activity Hampton Roads). The MARFORCOM Inspector General Sharepoint site, <https://www.marforcom.marines.mil/Resources/Inspector-General/>, provides links and additional details for submitting a complaint. The CIG office will be available during normal working hours, 0730-1630, Monday-Friday, to assist with complaints. During non-duty hours, weekends, holidays, or if IG personnel are not available, individuals can leave a voicemail on the MARFORCOM Hotline, and their calls will be returned.

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

(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. 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 (a). CIG personnel are to examine complaints reported via the Hotline Program to determine if there is actually a case or a basis for the complaint. CIG personnel will take appropriate action in response to substantive reports of FWA/M in a timely and impartial manner and report and record the results of such inquiries to the appropriate authorities in accordance with the policies and procedures established in references (a) through (h).

(e) 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 any inquiry, investigation, or research into the complaint. All other notifications associated with the Hotline Program shall be made in accordance with reference (a) and subsequent IGMC direction.

(f) Per reference (a), when tasked to conduct a Hotline Investigation by IGMC, the IGMC is the directing authority. CIGs must forward the completed Hotline Completion Report (HCR) to IGMC.

(g) Commander, MARFORCOM is the directing authority for all CIG Investigations initiated in response to complaints received directly by the MARFORCOM CIG. Upon receipt and analysis of complaints presenting credible allegations, the MARFORCOM CIG will prepare and route a decision paper for Commander, MARFORCOM investigative determination. This paper will typically present investigative options (CIG Investigation or Command Investigation) and Investigating Officer options.

(h) Results of Hotline Program inquiries will be published to the staff when determined to be of potential interest and benefit to the greater MARFORCOM community. 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.

(i) 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. In cases where the CIG is not the appropriate office, the CIG will assist the complainant in contacting the appropriate office to resolve the complaint and document the assistance in the appropriate IG case management system. Examples can be found in reference (a).

(j) Special Category Hotline Complaints. Military Whistleblower Reprisal (MWR) complaints shall be handled in accordance with references (a), (g), and (h). Allegations against Senior Officials or IG personnel shall not be addressed by the MARFORCOM CIG but shall be forwarded to IGMC within 24 hours of receipt. 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 (h).

(b) Receive, document, address, respond to, and properly close all complaints or requests for assistance received by the Hotline.

(c) Immediately report allegations of criminal acts to appropriate law enforcement agencies.

(d) Notify IGMC of any complaint involving a Senior Official, MWR, or misconduct of IG personnel within 24 hours of receipt.

(e) Promptly and impartially process all hotline cases tasked by IGMC in accordance with reference (a) and provide required responses in the appropriate format within prescribed timelines.

(f) Forward Command Action or Command Information referrals received from IGMC to the cognizant commander in accordance with reference (a).

(g) Notify the Staff Judge Advocate of all alleged officer misconduct or substandard performance of duty for potential entry into the Officer Disciplinary Notebook in accordance with reference (b).

(h) Maintain staff awareness of the Hotline Program.

(2) MARFORCOM Staff Judge Advocate

(a) Provide legal advice to MARFORCOM IG personnel in support of case analysis and action.

(b) Provide Legal Sufficiency Review (LSR) of all Hotline Completion Reports and other case responses as required to support compliance with reference (a).

(3) MARFORCOM Communication Strategy and Operations Officer

(a) 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.

(b) Maintain a link to the CIG page and Hotline complaint submission capability on the MARFORCOM website.

(4) MARFORCOM Assistant Chiefs of Staff and Special Staff

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

(b) Provide TAIGs as required.

(5) 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 reference (a).

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

(a) Ensure personnel are informed of the requirement to report FWA/M 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 FWA/M via the Hotline Program to the MARFORCOM CIG in paragraph 4.a.(2)(b).

(c) Respond to Command Information or Command Action referrals from the MARFORCOM CIG in the appropriate format within prescribed timelines.

5. Administration and Logistics

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

b. Hotline records and associated papers shall be maintained in a secure environment and made available only to those with an official need to know in compliance with reference (a). IGMCM is the release authority for all IGMCM directed Hotline Investigations, any Investigation resulting from an IG Information or IG Action referral, and Referral Response Letter sent by the command to the IGMCM in response to an IG Information or Command Information referral. Commander, MARFORCOM is the release authority for cases resulting from complaints made directly to the MARFORCOM CIG.

c. Records Management. Records created as a result of this Order shall be managed in accordance with reference (a).

d. Privacy Act. Any misuse or unauthorized disclosure of Controlled Unclassified Information (CUI), to include Personally Identifiable Information and Protected Health Information, may result in both civil and criminal penalties. The Department of the Navy (DON) recognizes that the privacy of an individual is a personal and fundamental right that shall be respected and protected. The DON's need to collect, use, maintain, or disseminate CUI about individuals for purposes of discharging its statutory responsibilities shall be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of CUI shall be in accordance with the Privacy Act of 1974 as amended and implemented and applicable Department of Defense, DON and Service orders and directives pertaining to CUI.

6. Command and Signal

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

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



R. L. SHEA

Distribution: A and D