



# MARINE FORCES COMMAND

## MARFORCOM Command Specific Elements for Request Mast

March 2025

### REQUEST MAST

Marines have a right to directly seek assistance from or communicate grievances to their Commanding Officer or Commander. This is exercised through the formal process of Request Mast (RM), which includes the right of the Marine to communicate with the Commander (normally in person) and the requirement for the Commander to consider the matter and personally respond to the Marine. Marines can Request Mast to any Commander in his or her chain of command, up to the first General Officer.

Once a Marine expresses a desire to RM, all efforts thereafter should be directed toward getting the Marine before the Commander to whom the petition is addressed. NCO's, SNCO's, and Officers subordinate to the Commander shall not delay the RM process in order to solve the problem themselves but rather focus their effort on making the Marine available to the Commander.

Applicable Orders: MCO 1700.23G, and MARFORCOMO 1700.2E

#### Service Member

Submit a NAVMC Form 11296 (rev. 05-19) via immediate chain of command, requesting an audience with a commander, up to and including Commander, MARFORCOM. If the Service Member only wants to disclose the subject of the RM to a specific commander, the NAVMC 11296 must be placed in a sealed envelop and marked with "CO's eyes only" or "CG's eyes only".

Is the RM addressed to Commander, MARFORCOM?

YES

NO

#### Unit

RM petitions addressed to Commander, MARFORCOM must be routed through the chain of command. For RMs marked for "CG's Eyes Only", each subordinate commander will offer to hear the RM. Subordinate commanders will capture their actions on block 9 of the NAVMC 11296.

#### Unit

The Service Member's immediate commander will consider the RM petition, attempt to remedy, and capture their actions on block 9 of the NAVMC. Each commander in the chain of command is required to do the same, up to the commander with whom the Service Member requests an audience. If the RM is marked "Regt or Bn CO's eyes only," each commander in the chain of command will offer to hear the RM.

Did the Service Member disclose information to, and was the RM satisfied by a commander in their chain of command?

NO

YES

#### Unit

Route the RM to the MARFORCOM CIG

Was the RM legitimate, within the command's authority to resolve and satisfied by a commander?

NO

YES

#### Unit

The commander providing final disposition completes block 10 on the NAVMC and provides to the Service Member.

#### Command Inspector General

Conduct fact finding, coordinate scheduling, and forward the RM to the Commander.

#### Commander, MARFORCOM

If RM is accepted, hear the Service Member's petition. If denied, the Service Member will be informed by the CIG.

#### Service Member

Completes block 11 of the NAVMC 11296 indicating that they understand the status of the RM and any applicable disposition.

#### Command Inspector General

Witnesses the RM, if accepted, and completes block 10 of the NAVMC 11296 for the Commander's signature. Provides NAVMC to Service Member for acknowledgement.

#### Unit

The NAVMC 11296 is maintained by the Service Member's unit (usually the 1stSgt for RMs addressed to or resolved by a company commander or SgtsMaj for RMs addressed to or resolved by a O5 or O6 commander) and filed in accordance with MCO 1700.23G. **End**

#### Service Member

Completes block 11 of the NAVMC 11296 indicating that they understand the status of the RM and any applicable disposition.

#### Command Inspector General

Unit and staff informed of any actions directed by the Commander

The NAVMC 11296 is maintained by the MARFORCOM CIG to be filed in accordance with MCO 1700.23G. **End**

\*\*\*For Marines and Sailors assigned to HQ, MARFORCOM\*\*\*

Submit NAVMC Form 11296 to:

Officers to HQSVCBN XO -Bldg MCA-614 - (757) 445-0414

Enlisted to HQSVCBN SgtMaj -Bldg MCA-614 - (757) 445-4388

### Command Inspector General

Hotline: (757) 836-2128

Email: OMB.MARFORCOM.IG@USMC.mil

Bldg NH 45

Command IG: 757-836-2132

Deputy CIG: 757-836-0773

IG Chief: 757-836-2128

#### NOTE:

Commanders may deny RM petitions IAW MCO 1700.23G. ALL RM denials must be reported to Commander, MARFORCOM via the MARFORCOM CIG within five working days of the denial.