

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 MARFORCOMO 1700.2E CIG MAR 0 3 2025

MARINE FORCES COMMAND ORDER 1700.2E

From: Commander, Marine Forces Command

To: Distribution List

Subj: REQUEST MAST PROCEDURES

Ref: (a) MCO 1700.23G

Encl: (1) Command-Specific Elements for Request Mast

(2) Diagram of Request Mast Process

(3) NAVMC Form 11296 (Rev. 05-19)

(4) Report of Request Mast Denial

- 1. <u>Situation</u>. This Order establishes command-specific Request Mast procedures for Marine Forces Command (MARFORCOM).
- 2. Cancellation. MARFORCOMO 1700.2D.
- 3. <u>Mission</u>. To promulgate and execute Request Mast procedures specific to MARFORCOM in order to expedite, reinforce and preserve the right of all uniformed members to seek assistance from, or directly communicate grievances to, their commanders up to and including the Commander, MARFORCOM.

4. Execution

- a. Commander's Intent and Concept of Operations
- (1) Commander's Intent. Subordinate commanders will institute Request Mast programs that align with the command specific procedures captured in this Order. Every attempt will be made to expedite Request Mast applications addressed or forwarded to Commander, MARFORCOM, to include notification of Request Mast applications denied by subordinate commanders.
- (2) <u>Concept of Operations</u>. Request Mast applications shall be submitted enclosure (3), via the chain of command to the commander with whom the Request Mast is desired. Each commander (minimally defined as an individual with non-judicial punishment authority) in the chain of command will offer to hear and resolve the Request Mast. Request Mast applications

Distribution Statement A: Approved for public release; distribution is unlimited.

addressed or forwarded to Commander, MARFORCOM will be routed through the MARFORCOM Command Inspector General (CIG). Reports of Request Mast denials will also be routed through the MARFORCOM CIG.

b. Tasks

- (1) Commanding Officers (CO) shall:
- (a) Institute a Request Mast program that adheres with the procedures in this Order and reference (a).
 - (b) Report all Request Mast denials using the template provided as enclosure (4).
 - (2) CO, Headquarters and Service Battalion (HQSVCBN) shall additionally:
- (a) Incorporate the contents and procedures in this Order into Request Mast training and appropriate new join and annual training events.
- (b) Ensure this Order and an ample supply of blank applications are posted on appropriate organizational bulletin boards throughout HQSVCBN and HQ; MARFORCOM spaces.

(3) MARFORCOM CIG shall:

- (a) Facilitate the processing of Request Mast applications addressed or forwarded to Commander, MARFORCOM as delineated in enclosures (1) and (2).
 - (b) Conduct follow-ups, as required, with Request Mast applicants.
 - (4) Command Senior Enlisted Leader and Command Master Chief shall:
- (a) Advise on matters involving the Request Mast program and grievances raised in Request Mast applications addressed or forwarded to Commander, MARFORCOM.
 - (5) Leaders at all levels shall:
- (a) Ensure members understand their right to Request Mast and the procedures in this Order.
- (b) Without delay, administratively assist members who express a desire to Request Mast with the production and submission of the enclosure (3).

c. Timeliness

(1) Request Mast applications addressed or forwarded to Commander, MARFORCOM

will be routed no more than one working day after the application is endorsed by an O-6 commander.

- (2) Commands will immediately notify the MARFORCOM CIG if a Request Mast addressed or forwarded to Commander, MARFORCOM is considered an emergency case (i.e., time sensitive, family emergency, well-being of a person if considered in jeopardy, etc.). These will be actioned as soon as identified.
- d. <u>Coordinating Instructions</u>. All members shall conform to reference (a) and this Order, which describes elements unique to this command.

5. Administration and Logistics

- a. <u>Records Management</u>. All records of Request Mast shall be maintained for three years and destroyed on 1 January the following year after the three-year retention period.
- b. <u>Privacy Act</u>. Any misuse or unauthorized disclosure of Controlled Unclassified Information (CUI), to include Personally Identifiable Information (PII) and Protected Health Information (PHI), 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 (DOD), DON and Service orders and directives pertaining to CUI.

6. Command and Signal

- a. <u>Command</u>. This Order is applicable to HQ; MARFORCOM and subordinate commands not commanded by a General Officer.
 - b. Signal. This Order is effective immediately.

R. L. SHEA

Distribution: A and D

COMMAND-SPECIFIC ELEMENTS FOR REQUEST MAST

1. HQ, MARFORCOM Request Mast:

- a. Uniformed members of MARFORCOM are administratively assigned to HQSVCBN. The CO, HQSVCBN is the first commander in the chain of command to which uniformed members may Request Mast.
- b. Uniformed members in the rank/grade of Colonel/O-6 and those of lesser grade performing duties on the MARFORCOM staff seeking to initiate a Request Mast petition, will do so via the CO, HQSVCBN. Officers will submit petitions to the Executive Officer, HQSVCBN and Enlisted members will submit petitions to the Sergeant Major, HQSVCBN.

2. Request Mast Chain of Command (All Commands):

- a. Commander, MARFORCOM is the first General Officer in the chain of command for HQSVCBN, MCESG, CBIRF, and MCSFR. As such, members have a right to request an audience with the Commander. Subordinate commands must also forward Request Mast applications to Commander, MARFORCOM for legitimate grievances or requests for assistance beyond their authority to resolve.
- b. Request Mast applications addressed or forwarded to Commander, MARFORCOM must be endorsed by every commander in the applicant's chain of command. If the applicant discloses the subject of the Request Mast to a subordinate commander and if they are satisfied with the resolution and accepts disposition on the NAVMC 11296 (Part IV), the Request Mast application does not need to proceed to Commander, MARFORCOM.
- c. Every commander in the applicant's chain of command must endorse Part II of the NAVMC 11296 and provide appropriate remarks. Incomplete Request Mast applications and applications missing required endorsements will be returned.
- d. If a Request Mast application is sealed for the "CG's Eyes Only," commands will use a separate NAVMC 11296 to capture commanders' endorsements (Part II). There should be no attempt to unseal the application for this purpose. When routing the application, affix endorsements (Part II) on the sealed envelope or provide in a separate folder or envelope.
- e. The MARFORCOM CIG is designated as the Commander's Request Mast Review Authority (RMRA). The CIG, however, may neither respond to nor deny a Request Mast on behalf of the Commander.
- f. Commands will submit Request Mast applications to the MARFORCOM CIG. A command representative can drop off Request Mast applications at the CIG office aboard NSA Hampton Roads. Applications can also be scanned and emailed; however, commands need to ensure the scanned copy is legible and includes any supporting documents provided by the applicant. Scanned applications can be emailed to OMB.MARFORCOM.IG@usmc.mil. All applications not marked "CG's eyes only" must come from a command representative and not directly from the applicant.

All applications must include the applicant's verified contact info, should the CIG need to clarify contents of the application or schedule a meeting between the applicant and Commander. If a member submits a Request Mast application directly to the CIG without prior coordination from subordinate commands, they will be redirected to their unit. Members outside of the Hampton Roads geographic area desiring to submit a Request Mast package marked "CG's eyes only" after endorsement by their chain of command will be directed to contact MARFORCOM CIG directly to receive instructions on how to scan and email the package themselves to ensure confidentiality is maintained. A command representative will separately forward the command's endorsement of the package.

- g. The MARFORCOM CIG will review and make appropriate recommendations pertaining to all Request Mast applications addressed or forwarded to Commander, MARFORCOM. The CIG is also responsible for administrative, scheduling, and record keeping matters.
- h. The Commander will meet with applicants in-person in cases where the Commander chooses to accept the Request Mast. If the Commander and/or applicant are unable to meet in person, the MARFORCOM CIG will schedule a meeting via virtual means, telephone, or video teleconference.
- i. The MARFORCOM CIG will notify applicants if the Commander denies their Request Mast application, providing the reason why the application was denied.
- j. The MARFORCOM CIG will facilitate the completion of the NAVMC 11296 (Part III) with the Commander and Part IV with the applicant. The CIG will retain all NAVMC 11296s for the necessary retention period. The CIG will also notify others (e.g., unit, a specific staff section, etc...) if the Commander directs certain actions as part of the final disposition.
- k. The CIG will conduct 30-day, 90-day, and 6-month follow-ups with the applicant and record these interactions on a Request Mast Tracker. Reports of reprisal or retaliation will be handled accordingly.
 - 1. Enclosure (2) provides an illustration of this process.

3. Request Mast Processing Contact Information:

- MARFORCOM Command Inspector General (CIG), Bldg NH-45E, NSAHR, Norfolk, VA 23551, (757) 836-2132/2128/0773 (DSN 836).
 - b. HQ, MARFORCOM personnel only.
- (1) HQSVCBN Sergeant Major, Bldg MCA-614, Camp Elmore, Norfolk, VA 23551, COMM (757) 445-4388 (DSN 565).
- (2) HQSVCBN Executive Officer, Bldg MCA-614, Camp Elmore, Norfolk, VA 23551, COMM (757) 445-0414 (DSN 565).

4. **Denying Request Mast.** The authority to deny a Request Mast includes authority to refuse to further process the Request Mast. If a subordinate commander denies a Request Mast specifically

addressed to them, the subordinate commander will forward a report of such action (to include basis surrounding the denial and affirmation the applicant understands why the Request Mast was denied) to Commander, MARFORCOM via the MARFORCOM CIG within five working days. The MARFORCOM CIG will retain records of Request Mast denials.

MARINE FORCES COMMAND REQUEST MAST ROUTING

The following diagram illustrates the flow of Request Mast (RM) petitions to Commander, MARFORCOM

Service Member

Submits a NAVMC Form 11296 (rev. 05-19), via his/her immediate chain of command, requesting an audience with a commander, up to and including Commander, MARFORCOM. If the Service Member does not want to disclose the subject of the RM to anyone other than the commander with whom they are requesting mast to, the NAVMC 11296 must be placed in a sealed envelop and clearly marked with "to be opened by the CO only" or "to be opened by the CG only."

Is the RM addressed to Commander, MARFORCOM?

YES

NO

Unit

RM petitions addressed to the Commander, MARFORCOM must be routed through the Service Member's chain of command. The Service Member is not required to disclose the subject of a RM clearly marked for "CG's Eyes Only." Each commander will offer to hear and remedy the RM, if the Service Member chooses to disclose the subject of the RM to them. Commanders will capture their actions on block 9 of the NAVMC 11296.

Did the Service Member choose to disclose information to, <u>and</u> was the RM satisfied by a commander in their chain of command, up to their O6 commander?

NO YES

Forward the RM to the MARFORCOM CIG

Command Inspector General

The CIG will 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.

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

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

The commander providing final disposition completes block 10 and provides to the Service Member. The Service Member reviews and acknowledges the commander's final disposition by completing block 11.

The NAVMC 11296 is maintained by the Service Member's unit to be filed in accordance with MCO 1700.23G. End

Unit

The commander to whom the Service Member reveals the RM subject will consider the petition and attempt to remedy. The commander will capture their actions on block 9 of the NAVMC. Each commander in the chain of command is required to do the same, leading up to the commander with whom the Service Member requests an audience with. Even if the RM is clearly marked "to be opened by the CO only," each commander in the chain of command should extend an offer to hear and remedy the RM.

Was the RM within the command's authority to resolve <u>and</u> satisfied by a commander (either a subordinate commander or the commander the Service Member requested an audience with)?

YES NO

Forward the RM to the MARFORCOM CIG

Command Inspector General

The CIG will 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

Command Inspector General

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

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

NOTE:

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

MCO 1700.23G

MADING	CODDS DEQUES	THACT	
	CORPS REQUEST		
Authority: 10 U.S.C. 5014; 10 U.S.C. 5020; SECNAVINST 543	RIVACY ACT STATEMEN 0.57 series; SECNAVINS	11 ST 5370.5 series; and	E.O. 9397 (SSN), as amended. SORN
Authority: 10 U.S.C. 5014; 10 U.S.C. 5020; SECNAVINST 543 N05041-1 Principal Purpose: To determine the facts and circumstances	surrounding allegations of	r complaints against	Department of the Navy personnel and/or
inavymanile colps activities. To present infullys, conclusions,	and recommendations of	eveloped italii ilivesii	gallons and other inquiries to the
Secretary of the Navy, Chief of Naval Operations, Commandant Routine Uses: Information will be disclosed to command person	of the Marine Corps, or o	other appropriate Con	nmanders.
requests. Information may be disclosed to the Secretary of the I	Navy, Chief of Naval Ope	rations. Commandan	it of the Marine Corps, or other
appropriate Commanders with a need to know in order to provid	e a record of grievances,	command decisions,	and any subsequent personnel
management actions. A complete list and explanation of the a dpcld.defense.gov/Privacy/SORNsIndex/DOD-Component-A	applicable routine uses	is published in the	authorizing SORN available at http://
Disclosure: Voluntary. However, failure of the applicant to com			accurate command analysis and delayed
command actions.			
PART I: REQUE	ST: COMPLETED BY TH	IE APPLICANT	
1, NAME: (Last, First, MI)		2. RANK:	3. EDIPI:
4. UNIT:			
5. I REQUEST MAST WITH: (The Commander with whom you d	esire to communicate)		
5a. NAME OF COMMANDER (Rank, Full Name)	5b. COMMA	ND-	
ou. To the OT COMMERCE (Name, 1 of Manie)	Su. Commun.		
8. SUBJECT MATTER: (Describe your grievance or problem. In	oclude details and facts at	bout the matter. Prov	ride dates and names of any individuals
involved, possible witnesses, and to whom this matter may have	been previously reported	 Attach additional sl 	heets, as needed).
	THE RESERVE OF THE PARTY OF THE		
. REQUESTED RESOLUTION: (Clearly describe the resolution	you seek from the Comp	nander named in bloc	y 53 \
. Readed to Readed Hors. (Gleanly describe the resolution	you seek norn the Comin	nander named in bloc	sk 3d.)
. AFFIDAVIT:			
	certify the sta	tements in blocks 6 a	and 7 are true
	, sermy into suc		
DOM: NO.			
ignature:			Date:
			

NAVMC 11296 (Rev. 05-19)(EF)

Reset Form

Enclosure (3)

Page 1 of 3

Adobe LiveCycle Designer11.0

Print Form

MCO 1700 236

Was and	PART II: COMM	ANDERS' EN	GAGEMENT: COMPL	ETED BY	COMMAND	ER WITHIN THE	CHAIN	OF COMMAND
Applicant a p	T MAST: (While disc ersonal audience. Cond closure will comple	ommanders m	rievanoe/problem is str ust acknowledge their	ictly volur engagem	itary, every C ent below. O	Commander in the only the Command	chain der ultir	of command must offer the nately selected to provide final
9a. FIRST C	OMMANDER IN		Print Name		Rank	Billet	1	Command/Unit Name
CHAIN	OF COMMAND:							
Subject Matte	er Disclosed? Ye	s No	Forward?	Yes	No	Denie	ed (if na	amed in 5a.)? Yes No
Remarks: (D	etail attempts to proo	ess or resolve						
Signature:	- Inner						Date:	
	D COMMANDER IN		Print Name		Rank	Billet	\top	Command/Unit Name
CHAIN (OF COMMAND:				THE			Octimality of in that it
	Provided of the process of the proce		Forward?	Yes	□ No		•	med in 5a.)? Yes No
Signature:	OMMANDER IN						Date:	
	F COMMAND:		Print Name		Rank	Billet		Command/Unit Name
Subject Matte Remarks: (De	r Disclosed? Yes		Forward?	Yes	□ No	Denied	d (if nar	med in 5a.)? Yes No
Signature:	TE COMMANDING (SENEDAL -				C	ate:	
	applicable) Yes tail attempts to proce	No ss or resolve)					Den	ied? Yes No
Signature:	NOSA					D	ate:	
AVMC 11296	(Rev. 05-19)(EF)	Reset Form	PRIVACY SENSITIVE	CIAL USE - Any misu	ONLY se of unauthor	tzed Print For	m	Page 2 of 3

MCO 1700.23G

 FINAL DISPOSITION: (Detail any actions or attempts to r inquiry or investigation was conducted, provide relevant findin matter was inappropriate for Mast.) 		ELY SELECTED BY THE APPLICANT	
	esolve the grievance/problem. In igs. If the request was denied by	nclude any referrals for further personnel a y the Commander specified in block 5a, ea	actions. If an xplain why the
manus was mappings for mass,			
Signature:		Date:	
Signature:	ACKNOWLEDGEMENT OF FU		
Signature: PART IV: APPLICANT'S	ACKNOWLEDGEMENT OF FII	NAL DISPOSITION	
PART IV: APPLICANT'S 11. Applicants must sign the acknowledgement of final disposit	tion or if they wish to voluntarily	NAL DISPOSITION withdraw their request.	
PART IV: APPLICANT'S 1. Applicants must sign the acknowledgement of final disposi Final Disposition by a selected subordinate Comm my Request Mast to a Commander who was subordin	tion or if they wish to voluntarily nander: Without any intimidation	NAL DISPOSITION withdraw their request.	ily disclosed fully
PART IV: APPLICANT'S 1. Applicants must sign the acknowledgement of final disposition by a selected subordinate Commmy Request Mast to a Commander who was subordinate understand the disposition of my grievance.	nander: Without any intimidation ate to the Commander I original	NAL DISPOSITION withdraw their request.	nily disclosed fully
PART IV: APPLICANT'S 11. Applicants must sign the acknowledgement of final disposition by a selected subordinate Commmy Request Mast to a Commander who was subordin understand the disposition of my grievance. Name:	nander: Without any intimidation ate to the Commander I originally Command	NAL DISPOSITION withdraw their request. coercion, or fear of retaliation, I voluntar y requested in block 5a and I accept and i	fully
PART IV: APPLICANT'S 11. Applicants must sign the acknowledgement of final disposition by a selected subordinate Commmy Request Mast to a Commander who was subordin understand the disposition of my grievance.	nander: Without any intimidation ate to the Commander I originally Command : fy Request Mast was granted an	NAL DISPOSITION withdraw their request. It coercion, or fear of retaliation, I voluntar by requested in block 5a and I accept and it d I communicated directly with the Comm	fully
PART IV: APPLICANT'S 11. Applicants must sign the acknowledgement of final disposition by a selected subordinate Commmy Request Mast to a Commander who was subordin understand the disposition of my grievance. Name: Final Disposition by the requested Commander: N	nander: Without any intimidation ate to the Commander I originally Command ify Request Mast was granted and disposition Final Disposition by the	NAL DISPOSITION withdraw their request. It coercion, or fear of retaliation, I voluntary requested in block 5a and I accept and it describes the communicated directly with the Communicated Communicate	fully
PART IV: APPLICANT'S 11. Applicants must sign the acknowledgement of final disposition by a selected subordinate Commmy Request Mast to a Commander who was subordin understand the disposition of my grievance. Name: Final Disposition by the requested Commander: No specifically named in block 5a. I fully understand the disposition of the commander of the comma	nander: Without any intimidation ate to the Commander I originally Command fy Request Mast was granted an disposition Final Disposition by the Commander I specific Registration of the Commander I spe	NAL DISPOSITION withdraw their request. It coercion, or fear of retaliation, I voluntar by requested in block 5a and I accept and it by the communicated directly with the Communicated directly with the Communicated Communicat	fully
PART IV: APPLICANT'S 11. Applicants must sign the acknowledgement of final disposition by a selected subordinate Comm my Request Mast to a Commander who was subordin understand the disposition of my grievance. Name: Final Disposition by the requested Commander: N specifically named in block 5a. I fully understand the disposition by the request Mast was Request Denied: I understand my Request Mast was Request Withdrawn: Without any intimidation, coercited.	nander: Without any intimidation ate to the Commander I originally Command fy Request Mast was granted an disposition Final Disposition by the Commander I specific Registration of the Commander I spe	NAL DISPOSITION withdraw their request. It coercion, or fear of retaliation, I voluntar by requested in block 5a and I accept and it by the communicated directly with the Communicated directly with the Communicated Communicat	fully
PART IV: APPLICANT'S I1. Applicants must sign the acknowledgement of final disposition by a selected subordinate Comm my Request Mast to a Commander who was subordin understand the disposition of my grievance. Name: Final Disposition by the requested Commander: N specifically named in block 5a. I fully understand the disposition by the request Mast was Request Denied: I understand my Request Mast was Request Withdrawn: Without any intimidation, coercitant Signature:	nander: Without any intimidation ate to the Commander I originally Command fy Request Mast was granted an disposition Final Disposition by the Commander I specific Registration of the Commander I spe	NAL DISPOSITION withdraw their request. It coercion, or fear of retaliation, I voluntary requested in block 5a and I accept and it is a coept and it is a	fully
PART IV: APPLICANT'S 11. Applicants must sign the acknowledgement of final disposition by a selected subordinate Commmy Request Mast to a Commander who was subordinal understand the disposition of my grievance. Name: Final Disposition by the requested Commander: Not specifically named in block 5a. I fully understand the disposition by the requested Commander: Not specifically named in block 5a. I fully understand the disposition by the requested Commander: Not specifically named in block 5a. I fully understand the disposition by the request Mast was requested Withdrawn: Without any intimidation, coercests applicant Signature:	nander: Without any intimidation ate to the Commander I originally Command fy Request Mast was granted an disposition Final Disposition by the Commander I specific Registration of the Commander I spe	NAL DISPOSITION withdraw their request. It coercion, or fear of retaliation, I voluntar by requested in block 5a and I accept and it and I communicated directly with the Comm be requested Commander. ecifically named in block 5a. anily withdraw my Request Mast.	fully

[LETERHEAD]

1700 OFFICE DD Mmm YY

From: Commanding Officer, Headquarters and Service Battalion

To: Commander, Marine Forces Command (Attn: Command Inspector General)

Subj: REPORT OF REQUEST MAST DENIAL ICO RANK NAME EDIPI/MOS

Ref: (a) MCO 1700.23G, Request Mast Procedures

- 1. Per reference (a), [provide basis surrounding the Request Mast denial]
- 2. [Provide affirmation the Request Mast applicant understands why the Request Mast was denied, to include the applicant's acknowledgement on the NAVMC 11296]
- 3. The point of contact for this is Rank, Name, Billet, at (XXX) XXX-XXXX or email: fname.lname@usmc.mil.

/s/