



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 03 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. Situation. This Order establishes command-specific Request Mast procedures for Marine Forces Command (MARFORCOM).

2. Cancellation. MARFORCOMO 1700.2D.

3. Mission. 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) Concept of Operations. 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. Coordinating Instructions. All members shall conform to reference (a) and this Order, which describes elements unique to this command.

5. Administration and Logistics

a. Records Management. 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. Privacy Act. 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. Command. 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.

l. Enclosure (2) provides an illustration of this process.

3. Request Mast Processing Contact Information:

a. 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).

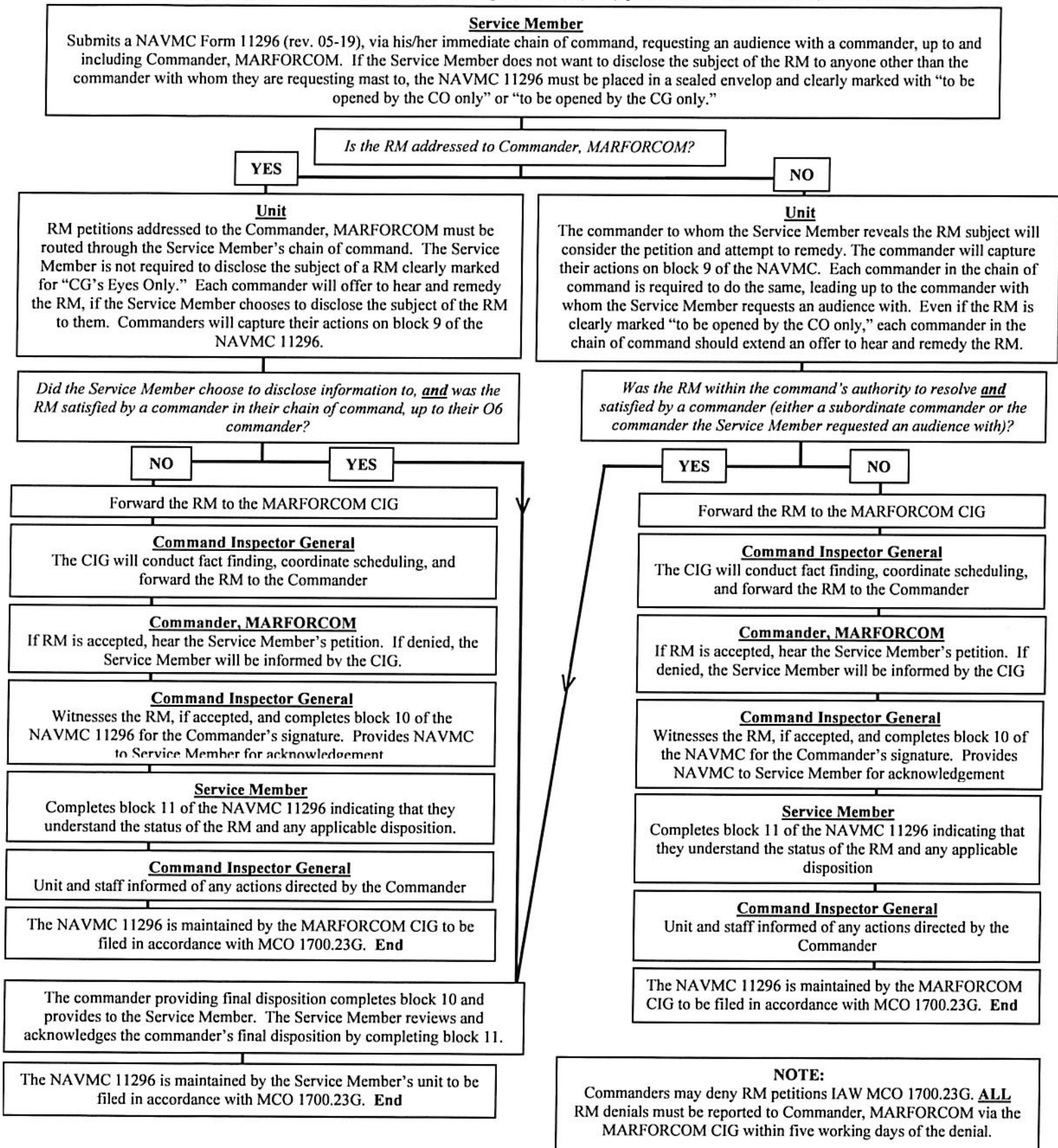
(2) HQSVCBN Executive Officer, Bldg MCA-614, Camp Elmore, Norfolk, VA 23551, COMM (757) 445-0414 (DSN 565).

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



MARINE CORPS REQUEST MAST		
<p style="text-align: center;">PRIVACY ACT STATEMENT</p> <p>Authority: 10 U.S.C. 5014; 10 U.S.C. 5020; SECNAVINST 5430.57 series; SECNAVINST 5370.5 series; and E.O. 9397 (SSN), as amended. SORN N05041-1</p> <p>Principal Purpose: To determine the facts and circumstances surrounding allegations or complaints against Department of the Navy personnel and/or Navy/Marine Corps activities. To present findings, conclusions, and recommendations developed from investigations and other inquiries to the Secretary of the Navy, Chief of Naval Operations, Commandant of the Marine Corps, or other appropriate Commanders.</p> <p>Routine Uses: Information will be disclosed to command personnel with a need to know in order to process, analyze, and take actions in response to requests. Information may be disclosed to the Secretary of the Navy, Chief of Naval Operations, Commandant of the Marine Corps, or other appropriate Commanders with a need to know in order to provide a record of grievances, command decisions, and any subsequent personnel management actions. A complete list and explanation of the applicable routine uses is published in the authorizing SORN available at <u>http://dpclid.defense.gov/Privacy/SORNsIndex/DOD-Component-Article-View/Article/570354/n05041-1/</u>.</p> <p>Disclosure: Voluntary. However, failure of the applicant to complete all the requested items could result in inaccurate command analysis and delayed command actions.</p>		
PART I: REQUEST: COMPLETED BY THE APPLICANT		
1. NAME: (Last, First, MI)	2. RANK:	3. EDIPI:
4. UNIT:		
5. I REQUEST MAST WITH: (The Commander with whom you desire to communicate)		
5a. NAME OF COMMANDER (Rank, Full Name)	5b. COMMAND:	
6. SUBJECT MATTER: (Describe your grievance or problem. Include details and facts about the matter. Provide dates and names of any individuals involved, possible witnesses, and to whom this matter may have been previously reported. Attach additional sheets, as needed).		
7. REQUESTED RESOLUTION: (Clearly describe the resolution you seek from the Commander named in block 5a.)		
8. AFFIDAVIT:		
I, , certify the statements in blocks 6 and 7 are true.		
Signature: 		Date:

PART II: COMMANDERS' ENGAGEMENT: COMPLETED BY COMMANDER WITHIN THE CHAIN OF COMMAND				
<p>9. REQUEST MAST: (While disclosure of the grievance/problem is strictly voluntary, every Commander in the chain of command must offer the Applicant a personal audience. Commanders must acknowledge their engagement below. Only the Commander ultimately selected to provide final disposition and closure will complete block 10.)</p>				
9a. FIRST COMMANDER IN CHAIN OF COMMAND:	Print Name	Rank	Billet	Command/Unit Name
<p>Subject Matter Disclosed? <input type="checkbox"/> Yes <input type="checkbox"/> No Forward? <input type="checkbox"/> Yes <input type="checkbox"/> No Denied (if named in 5a.)? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Remarks: (Detail attempts to process or resolve)</p>				
Signature:			Date: <input style="width: 100px;" type="text"/>	
9b. SECOND COMMANDER IN CHAIN OF COMMAND:	Print Name	Rank	Billet	Command/Unit Name
<p>Subject Matter Disclosed? <input type="checkbox"/> Yes <input type="checkbox"/> No Forward? <input type="checkbox"/> Yes <input type="checkbox"/> No Denied (if named in 5a.)? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Remarks: (Detail attempts to process or resolve)</p>				
Signature:			Date: <input style="width: 100px;" type="text"/>	
9c. THIRD COMMANDER IN CHAIN OF COMMAND:	Print Name	Rank	Billet	Command/Unit Name
<p>Subject Matter Disclosed? <input type="checkbox"/> Yes <input type="checkbox"/> No Forward? <input type="checkbox"/> Yes <input type="checkbox"/> No Denied (if named in 5a.)? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Remarks: (Detail attempts to process or resolve)</p>				
Signature:			Date: <input style="width: 100px;" type="text"/>	
9d. IMMEDIATE COMMANDING GENERAL :				
Forwarded (if applicable) <input type="checkbox"/> Yes <input type="checkbox"/> No Denied? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Remarks: (Detail attempts to process or resolve)				
Signature:			Date: <input style="width: 100px;" type="text"/>	

MCO 1700.23G

PART III: FINAL DISPOSITION: ONLY BY THE COMMANDER ULTIMATELY SELECTED BY THE APPLICANT

10. FINAL DISPOSITION: (Detail any actions or attempts to resolve the grievance/problem. Include any referrals for further personnel actions. If an inquiry or investigation was conducted, provide relevant findings. If the request was denied by the Commander specified in block 5a, explain why the matter was inappropriate for Mast.)

Signature:

Date:

PART IV: APPLICANT'S ACKNOWLEDGEMENT OF FINAL DISPOSITION

11. Applicants must sign the acknowledgement of final disposition or if they wish to voluntarily withdraw their request.

- ☐ Final Disposition by a selected subordinate Commander: Without any intimidation, coercion, or fear of retaliation, I voluntarily disclosed my Request Mast to a Commander who was subordinate to the Commander I originally requested in block 5a and I accept and fully understand the disposition of my grievance.

Name:

Command:

- ☐ Final Disposition by the requested Commander: My Request Mast was granted and I communicated directly with the Commander specifically named in block 5a. I fully understand the disposition Final Disposition by the requested Commander.

- ☐ Request Denied: I understand my Request Mast was denied by the Commander I specifically named in block 5a.

- ☐ Request Withdrawn: Without any intimidation, coercion, or fear of retaliation, I voluntarily withdraw my Request Mast.

Applicant Signature:

Date:

Witness Signature:

Date:

Print Name (Witness)

Rank

Command/Unit Name

[LETTERHEAD]

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/