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**U.S. MARINE CORPS
 FORCES COMMAND**

HQSVCBN & MARFORCOM
Command Specific Elements for Request Mast
 APRIL 2020

REQUEST MAST

The right of all Marines to directly seek assistance from, or communicate grievances to their Commanding Officer or Commander is exercised through the formal process of Request Mast (RM). RM includes both the right of the Marine to communicate with the Commander, normally in person, and the requirement that the Commander consider the matter and personally respond to the Marine Requesting Mast. RM provides a Marine the opportunity to communicate not only with his or her immediate Commander, but also with any superior Commander in the 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 will focus effort on making the Marine available to the Commander.

Applicable Orders: MCO 1700.23G, and MARFORCOMO 1700.2D

Service Member (Start)
 Submits NAVMC Form 11296 (rev. 05-19) to:
Officers to HQSVCBN XO – HQSVCBN Bldg MCA-614 – (757) 445-0414
Enlisted to HQSVCBN SgtMaj – HQSVCBN Bldg MCA-614 – (757) 445-4388

Is the RM for COMMARFORCOM Eye's only?

YES

NO

Commanding Officer, HQSVCBN Bldg MCA-614, (757) 445-4385
 All RMs will go to the CO, HQSVCBN including COMMARFORCOM Eyes Only. The Service Member is not required to disclose information on an Eyes Only RM, but the CO, HQSVCBN will be given an opportunity to speak with the service member and possibly remedy the case.
Ensure a Cover Letter / Envelope is annotated "Request Mast For COMMARFORCOM Eyes Only"

Commanding Officer, HQSVCBN Bldg MCA 614, (757) 445-4385
 The CO to whom the Marine reveals the RM subject will provide a written statement as to his or her understanding of the RM and his or her responsive action. Each statement will be added to the RM prior to the Marine communicating the RM subject to the next higher commander.

Did the Service Member choose to disclose information to and was the RM satisfied by the CO, HQSVCBN?

Was the RM satisfied by the CO, HQSVCBN?

NO

YES

YES

NO

The CIG will coordinate scheduling and forward the RM to COMMARFORCOM

Commander, MARFORCOM
 Hear the Service Member's RM petition

Service Member
 Make a written statement on the NAVMC form 11296 indicating he or she has had the opportunity to communicate directly COMMARFORCOM and has been informed of any actions to be taken regarding the RM.

Command Inspector General
 The CIG will conduct initial fact finding, coordinate scheduling, and forward the RM to the **First General Officer in the Chain of Command: COMMARFORCOM, Bldg NH 33**

Commander, MARFORCOM
 Hear the Service Member's RM petition

Service Member
 Will make a written statement on the NAVMC form 11296 indicating he or she has had the opportunity to communicate directly with COMMARFORCOM and has been informed of any actions to be taken by the Commander regarding the RM.

The NAVMC 11296 is forwarded to the CIG to be filed. (End)

The NAVMC 11296 is forwarded to the CIG to be completed and filed in accordance with MCO 1700.23G. (End)

Service Member
 Will make a written statement on the NAVMC form 11296 indicating he or she has had the opportunity to communicate directly with the CO and has been informed of any actions to be taken by the CO regarding the RM.

The NAVMC 11296 is maintained at HQSVCBN to be filed in accordance with MCO 1700.23G. (End)

"A Commander may deny a RM application if there is another specific avenue of redress."
 Reference: MCO 1700.23G, p 1-1

MFC Inspector General Contacts
 Hotline: (757) 836-2128
 Email: OMB.MARFORCOM.IG@USMC.mil
 Bldg NH 45

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|-------------|------------------------|--------------|
| Command IG: | Colonel Armando Freire | 757-836-2132 |
| Deputy CIG: | Mr. Joe George | 757-836-2150 |
| IG Chief: | GySgt Bryant Towns | 757-836-2128 |