



UNITED STATES MARINE CORPS  
U.S. MARINE CORPS FORCES COMMAND  
1775 FORRESTAL DRIVE  
NORFOLK, VIRGINIA 23551-2400

IN REPLY REFER TO  
MARFORCOMO 1700.2C  
CIG

13 JUN 2016

U.S. MARINE CORPS FORCES COMMAND ORDER 1700.2C

From: Commander, U.S. Marine Corps Forces Command  
To: Distribution List

Subj: U.S. MARINE CORPS FORCES COMMAND REQUEST MAST INITIATING  
DIRECTIVE

Ref: (a) NAVMC DIR 1700.23F  
(b) MCO 1700.23F

Encl: (1) NAVMC Form 11296  
(2) Command-Specific Elements for Request Mast

1. Situation. Per the references, this Order is the Initiating Directive for the Commandant's Request Mast Program for U.S. Marine Corps Forces Command (MARFORCOM) and its subordinate commands/elements.

2. Cancellation. MARFORCOMO 1700.2B.

3. Mission. To preserve the right of all uniformed members to directly communicate grievances to, or seek assistance from, their commanders as exercised through the formal process of Request Mast. Request Mast, as established in U.S. Navy Regulations (articles 0820c and 1151.1) and the Marine Corps Manual (paragraph 2805) includes both the right of uniformed members to communicate with commanders, normally in person, and the requirement that the commander to whom the request mast was submitted consider the matter and personally respond to the requestor.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. This Order is for all uniformed members of this command for the purpose of exercising Request Mast to the appropriate commander within the chain of command. This Order shall be posted on official organizational bulletin boards and the command's internet website and share-point portal. All personnel shall be informed of its contents.

(2) Concept of Operations. Request Mast applications shall be submitted in writing utilizing NAVMC Form 11296 provided as enclosure (1) via the chain of command to the commander with whom the Request Mast is desired.

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b. Subordinate Command/Element Missions

(1) II Marine Expeditionary Force (II MEF), Marine Corps Security Cooperation Group (MCSCG), Chemical Biological Incident Response Force (CBIRF), and Marine Corps Security Force Regiment (MCSFR) shall publish an appropriate Initiating Directive for their respective commands.

(2) The Commanding Officer, Headquarters and Service Battalion (HQSVCBN), MARFORCOM shall use this Order as an Initiating Directive and:

(a) Ensure that this Order and an ample supply of blank applications are posted on appropriate organizational bulletin boards that are readily available to all personnel.

(b) Ensure that the content and prescribed procedures are reiterated during appropriate new join and annual training venues.

(3) Leaders at all levels shall:

(a) Ensure Request Mast familiarity and awareness of attendant references.

(b) Without delay, facilitate Request Mast applicants requesting an audience with the appropriate commander in order to preserve the member's right to Request Mast.

(4) MARFORCOM Command Inspector/Adjutant/Sergeant Major shall:

(a) Provide administrative assistance as delineated in enclosure (2).

(b) Facilitate the processing of Request Mast petitions addressed to the commander for consideration.

c. Timelines. Request Mast timelines shall be in accordance with reference (a).

(1) Request Mast shall be conducted at the earliest reasonable time. In general, there should be no more than one working day delay at any level of command.

(2) Commanders shall hear emergency cases as soon as initially submitted. To determine whether a Request Mast is an emergency case, among other things, consider (1) whether the member is subject to an ongoing hardship (e.g., delay in receiving pay); (2) the severity of hardship, if any; and (3) if the issue will remain unresolved upon a certain date, time, or expected event in the immediate future (e.g., request for leave to attend a relative's funeral being denied).

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(3) In cases where the Request Mast is not heard immediately (i.e., non-emergency cases presented at the end of the day/work week that can be reasonably dealt with on the following work day) the reason for the delay shall be explained to the member Requesting Mast and acknowledged in writing by both the Commanding Officer (CO) and the member on the NAVMC form 11296.

(4) Explanations for delay must be provided to the member and forwarded via the chain of command.

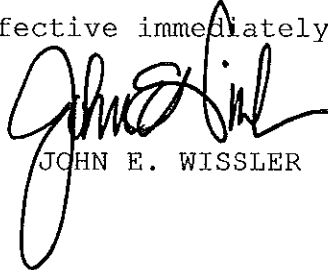
d. Coordinating Instructions. All members of this command Requesting Mast shall conform to the references, which describe the Request Mast Process and procedure, and this Initiating Directive, which describes elements unique to this command (Enclosure 2).

5. Administration and Logistics. Not applicable.

6. Command and Signal

a. Command. This Order is applicable to all uniformed members of this command and will be supported by civilian personnel as appropriate.

b. Signal. This Order is effective immediately.



JOHN E. WISSLER

Distribution: A, D and D1

MARINE CORPS REQUEST MAST APPLICATION		
NAVMC 11296 (Rev. 6-97) SN: 0000-00-888-0350 U/I: EA		
<b>PRIVACY ACT STATEMENT</b>		
Authority:	Title 5, U. S. Code 301; Title 10, USC Section 5013	
Principal Purpose:	Formal filing of complaints/problems to command personnel.	
Routine Uses:	To provide a record to facilitate personnel management actions and decisions; to serve as a data source for complaint/problem information and resolution efforts.	
Disclosure:	Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an inaccurate/incomplete analysis of the complaint/problem.	
<b>PART I: TO BE COMPLETED BY THE APPLICANT</b>		
1. NAME:	2. RANK:	3. SSN:
4. UNIT:	5. RACE/ETHNIC GROUP:	
6. GENDER:	7. DATE:	
8a. I desire to Request Mast with: (Provide the name and billet of the Commanding Officer with whom you desire to communicate.):		
8b. NATURE OF COMPLAINT/PROBLEM: (Give in as much detail as possible the basis of your complaint; describe the incident(s)/behavior(s) and date(s) of the occurrence(s); the names of the individuals involved, witnesses and to whom it may have been previously reported. Include any other information relevant to your complaint/problem. Attach additional sheets, as needed).		
8c. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)		
9. AFFIDAVIT		
I, _____, have read this statement which begins in Block 8b on this page (page 1) and ends on page _____. I fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement.		
_____ (SIGNATURE OF APPLICANT/DATE)		

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**PART II: TO BE COMPLETED BY THE OFFICER CONDUCTING REQUEST MAST**

10. DISPOSITION: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem, to include any other referrals. If an inquiry/investigation was initiated as a result of this complaint, provide the type conducted and the results. Attach additional sheets as necessary.)

\_\_\_\_\_  
COMMANDING OFFICER SIGNATURE/DATE

**PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST**

(Applicant should initial/complete the appropriate statement(s))

\_\_\_\_\_ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

\_\_\_\_\_ I have had the opportunity to communicate directly with \_\_\_\_\_ (name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

\_\_\_\_\_ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

\_\_\_\_\_ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

\_\_\_\_\_  
WITNESS' SIGNATURE/DATE

\_\_\_\_\_  
APPLICANT'S SIGNATURE/DATE

**COMMAND-SPECIFIC ELEMENTS FOR REQUEST MAST****1. HQ, MARFORCOM Request Mast:**

a. As members of MARFORCOM are administratively assigned to HQSVCBN, Commanding Officer, HQSVCBN is the first Commanding Officer in the chain of command to which uniformed members may request mast.

b. Uniformed members in the grade of Colonel/O6 and those of lesser grade performing duties on the MARFORCOM HQ staff seeking to initiate a Request Mast petition, will do so via the Commanding Officer, HQSVCBN. Officers will submit petitions to the Executive Officer (XO), HQSVCBN and Enlisted members will submit petitions to the Sergeant Major, HQSVCBN.

**2. Request Mast Chain of Command:**

a. HQSVCBN, MCSCG, CBIRF, and MCSFR are subordinate elements to COMMARFORCOM and are not general court-martial convening authorities. II MEF is a subordinate command to COMMARFORCOM and CG, II MEF is a court-martial convening authority. Accordingly, II MEF and its subordinate commands are excluded from the command-specific elements contained herein. The Commanding General of II MEF shall publish a Request Mast Initiating Directive delineating II MEF's unique command-specific elements.

b. II MEF. Uniformed members will route petitions to CG, II MEF as directed by the II MEF Initiating Directive.

c. HQSVCBN and HQ MARFORCOM. Uniformed members will route petitions to COMMARFORCOM via the CO, HQSVCBN.

d. MCSCG, CBIRF, MCSFR. Uniformed members will route petitions to COMMARFORCOM via the CO MCSCG, CO CBIRF, or CO MCSFR and via subordinate commanders as directed by MCSCG, CBIRF, and MCSFR Initiating Directives.

**3. Request Mast Commander Contact Information:**

a. COMMARFORCOM. Commander, MARFORCOM, Bldg NH-33, Naval Support Activity Hampton Roads (NSAHR), Norfolk, VA 23551, (757) 836-1517 (DSN 836).

b. HQSVCBN. Commanding Officer, HQSVCBN, Bldg CA-495, Camp Allen, Norfolk, VA 23551, (757) 445-4385, (DSN 565).

c. MCSCG. Commanding Officer, 937 Atlantic Ave, Joint Expeditionary Base Little Creek-Fort Story, VA 23459.

d. CBIRF. Commanding Officer, 3399 Strauss Avenue, Suite 219, Indian Head, MD 2064 (301) 744-1050.

e. MCSFR. Commanding Officer, 624 4<sup>th</sup> St, Bldg 296, Williamsburg, VA, 23185, (757) 887-7400.

4. **Request Mast Processing Contact Information:**

a. HQSVCBN Sergeant Major, Bldg CA-495, Camp Allen, Norfolk, VA 23551, (757) 445-4388 (DSN 565).

b. HQSVCBN XO, Bldg CA-495, Camp Allen, Norfolk, VA 23551, (757) 445-4370 (DSN 565).

c. MARFORCOM Sergeant Major, Bldg NH-33, NSRHR, Norfolk, VA 23551, (757) 836-1514 (DSN 836).

d. MARFORCOM Adjutant, Bldg NH-33, NSAHR, Norfolk, VA 23551, (757) 836-1524 (DSN 836).

5. The MARFORCOM Command Inspector General (CIG) is located at Rm 225, Bldg NH-45E, NSAHR, Norfolk, VA 23551, (757) 836-2132 (DSN 836). The MARFORCOM CIG senior enlisted Marine is located at Rm 218, Bldg NH-45E, Naval Support Activity, Norfolk, VA 23551, (757) 836-2128 (DSN 836).

6. The MARFORCOM CIG will review and make appropriate recommendations pertaining to Request Mast petitions addressed to COMMARFORCOM and is responsible for administrative, scheduling, and record keeping matters. However, the CIG may neither respond to, nor deny a Request Mast on behalf of COMMARFORCOM.

7. Although an individual may be granted the privilege of forwarding an application for Request Mast with higher commanders such as the Commandant of the Marine Corps or the Secretary of the Navy, the individual has no vested right to Request Mast with such higher commanders.

8. Routing Procedures. Routing procedures for Request Mast petitions to Commander, MARFORCOM are described in figure 1 of this enclosure.

9. Denying Request Mast

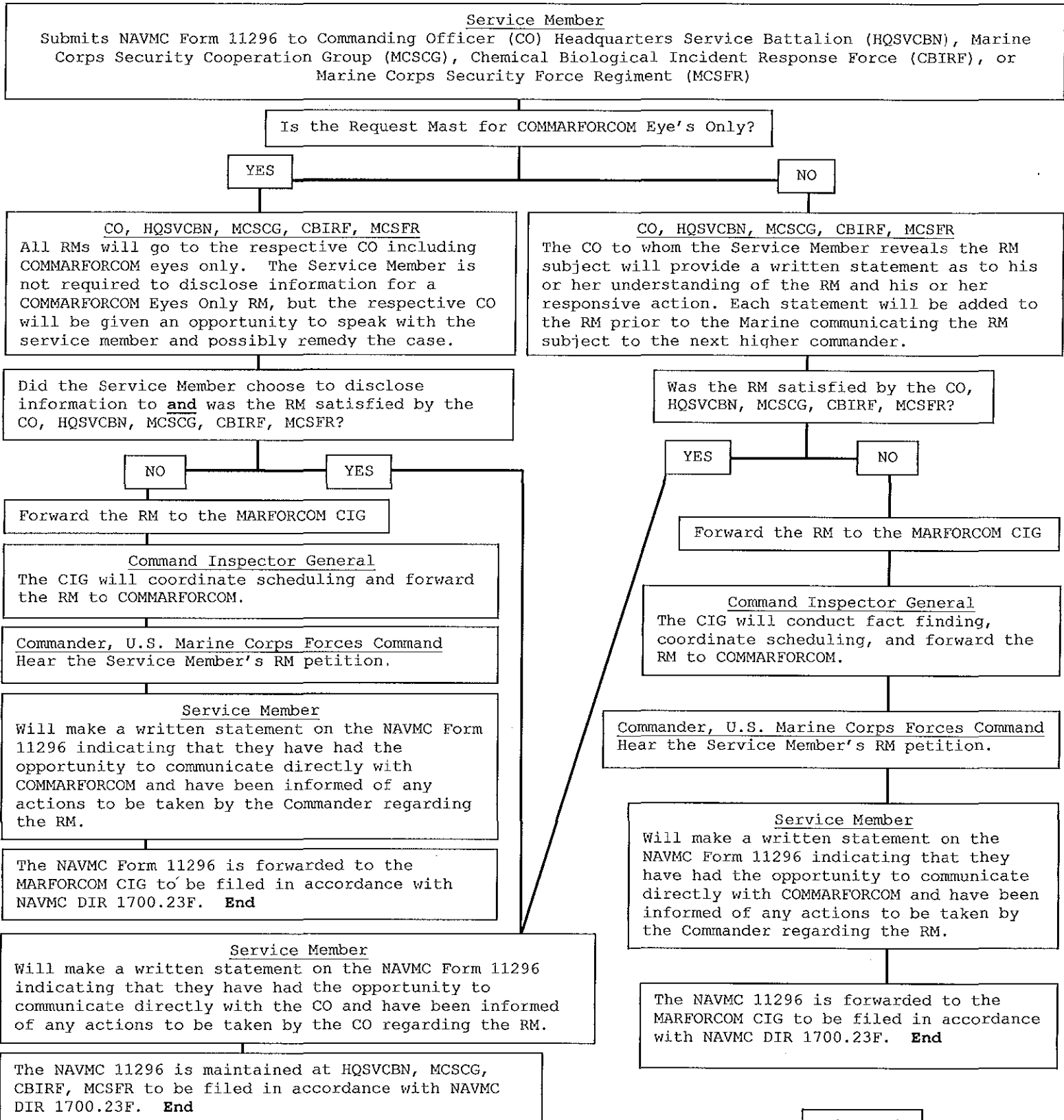
a. Commanders may deny a Request Mast application if there is another specific avenue of redress available to the Marine, such as actions under the UCMJ or Involuntary Administrative Separations.

b. Commanders may deny a Request Mast involving ongoing investigations of complaints under Article 138, UCMJ and Article 1150, U.S. Navy Regulations.

c. The authority to deny a Request Mast includes authority to refuse to further process the Request Mast. Whenever the Commanding Officer of HQSVCBN, MCSCG, CBIRF, or MCSFR, denies a Request Mast specifically addressed to himself or herself, he or she shall, within a reasonable time (usually one week), forward a report of such action and the basis thereof to Commander, MARFORCOM, Attn: Command Inspector General via the chain of command.

**MARINE CORPS FORCES COMMAND REQUEST MAST ROUTING**

The following diagram illustrates the uninterrupted document flow for Request Mast (RM) to Commander, MARFORCOM.



**Figure 1**