

SQUADRON ORDER

1700.3B W/CH 1



UNITED STATES MARINE CORPS
MARINE AERIAL REFUELER TRANSPORT SQUADRON 152
MARINE AIRCRAFT GROUP 12
1ST MARINE AIRCRAFT WING
UNIT 37220
FPO AP 96310-7220

SqdnO 1700.3B W/CH 1
SgtMaj
11 SEP 2020

SQUADRON ORDER 1700.3B W/CH 1

From: Commanding Officer, Marine Aerial Refueler Transport Squadron 152
To: Distribution List

Subj: INITIATING DIRECTIVE FOR THE COMMANDANT'S REQUEST MAST PROGRAM

Ref: (a) MCO 1700.23G
(b) WgO 1700.5C W/CH 1

1. Situation. To update the references to the basic order.
2. Mission. To notify all on distribution list of the revisions and policy changes to the basic order.
3. Execution. The following changes are effective to Squadron Order 1700.3B W/Ch 1:
 - a. Remove reference (a), NAVMC 1700.23F and replace with MCO 1700.23G. The promulgation of MCO 1700.23G cancels reference (a).
 - b. Remove reference (b), MCO 1700.23F. The promulgation of MCO 1700.23G cancels reference (b).
4. Filing Instruction. File this change transmittal in front of the original order.


C. T. KOCAB



UNITED STATES MARINE CORPS
MARINE AERIAL REFUELER TRANSPORT SQUADRON 152
MARINE AIRCRAFT GROUP 12
1ST MARINE AIRCRAFT WING
UNIT 37220
FPO AP 96310-7220

SqdnO 1700.3B W/CH 1
SgtMaj
01 SEP 2020

SQUADRON ORDER 1700.3B W/CH 1

From: Commanding Officer, Marine Aerial Refueler Transport Squadron 152
To: Distribution List

Subj: REQUEST MAST PROGRAM

Ref: (a) MCO 1700.23G
(b) WgO 1700.5C W/CH 1
(c) GruO 1700.23F
(d) U. S. Navy Regulation, 1990 W/CH 1
(e) Marine Corps Manual W/CH 1-3

Encl: (1) Command Specific Elements for Request Mast
(2) Follow-Up Form
(3) Delay Notification Letter
(4) Denial Letter

1. Situation. This Order represents Marine Aerial Refueler Transport Squadron 152 (VMGR-152) initiating directive for the Commandant's Request Mast Program in accordance with references (a) through (e).

2. Cancellation. SqdnO 1700.3B

3. Mission. To preserve the right of all Marines to directly communicate grievances to, or seek assistance from, their Commanding Officers as exercised through the formal process of Request Mast. Request Mast as established in U.S. Navy Regulations (Arts. 0820c and 1151.1) and the Marine Corps Manual (par 2805) 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.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. This Order is to be utilized by all members of VMGR-152 for the purpose of exercising Request Mast with the Commanding Officer. This Order will be published and all personnel will be informed of its contents.

(2) Concept of Operations. Request Mast applications will be submitted in writing utilizing NAVMC 11296 via the chain of command to the commander with whom the Request Mast is desired.

b. Coordinating Instructions. All members of VMGR-152 exercising Request Mast shall do so utilizing the references, which describes the

01 SEP 2020

process and procedural aspects of Request Mast and the enclosure, which describes the command's specific elements.

5. Administration and Logistics

a. Executive Officer/Sergeant Major

(1) Provide administrative assistance as delineated in the enclosures.

(2) Ensure that this directive is posted on all Read Boards and readily available to all personnel.

(3) Facilitate the process of Request Mast applications addressed to VMGR-152, Marine Aircraft Group 12, or 1st Marine Aircraft Wing level for consideration.

b. Officers in Charge/Staff Noncommissioned Officers in Charge

(1) Ensure that all personnel are familiar with this Order and the associated command specific elements.

(2) Facilitate getting Marines in front of the commander in order to execute their right to Request Mast.

6. Command and Signal

a. Command. This Order is applicable to all uniformed personnel of VMGR-152.

b. Signal. This Order is effective the date signed.


C T. KOCAB

COMMAND SPECIFIC ELEMENTS PERTAINING TO REQUEST MAST

1. The VMGR-152 points of contact to initiate a Request Mast application.
 - a. Enlisted. Unit Sergeant Major, Senior Enlisted Marine
 - b. Officer. Unit Executive Officer
2. The VMGR 152 Request Mast Chain of Command is:
 - a. Immediate Commander: Unit Commanding Officer
 - b. Next Commander: Commanding Officer, MAG-12
 - c. Immediate Commanding General: Commanding General, 1st MAW
3. The 1st MAW Command Inspector General is located at Bldg 1, Camp Foster, (via CIG, 645-3010 or email 1maw_inspector@usmc.mil)
4. The Command Inspector General is tasked to review and make appropriate recommendations pertaining to Request Mast to the Commanding General. Accordingly, please route all instances of Request Mast to the Commanding General via Command Inspector. The Command Inspector may neither respond nor deny a Request Mast on behalf of the Commanding General, 1st MAW.

REQUEST MAST FOLLOW UP FORM

Ref: (a) MCO 1700.23G
(b) Wgo 1700.5C W/CH 1

Purpose: The purpose of this information sheet is to assist commanders with ensuring that both the outcome of the Request Mast was adhered to and to also ensure that there has been no action(s) adverse or prejudicial to the interests of the Marine who exercised his/her right to Request Mast. This form is to be utilized after the completion of the original Request Mast.

Name of Marine who Requested Mast: _____

Rank: _____

Unit: _____

EDIPI: _____

Date of Request Mast: _____

Completion Date of Request Mast: _____

Date of Follow-up: _____

Has the disposition in the block 10 of the NAVMC 11296 been adhered to?

Additional information pertaining to the follow-up:

Follow-up completed by (CO or SgtMaj):

Print the rank, name, and billet

Signature

Date

Filing Instructions: This document is to be filed with the Request Mast.



UNITED STATES MARINE CORPS
MARINE AERIAL REFUELER TRANSPORT SQUADRON 152
MARINE AIRCRAFT GROUP 12
1ST MARINE AIRCRAFT WING
UNIT 37220
FPO AP 96310-7220

1700
CO

From: Commanding Officer
To: Rank First M. Last EDIPI/MOS USMC
Subj: DELAY OF COMMANDING OFFICER REQUEST MAST
Ref: (a) MCO 1700.23G
(b) Wgo 1700.5C W/CH 1

1. In accordance with the references, this letter is to inform you of the delay in execution of your Request Mast to the Commanding Officer (CO) dated XX XXX XX, due to operational reasons in which the CO is off the island of Iwakuni.
2. Due to his absence, the CO has directed the Executive Officer (XO) Rank and Name (Acting CO) to conduct the Request Mast in a timely manner.
3. Contact the CIG for questions or additional information at DSN 645-3010.

X. X. XXXXXX

From: Rank First M. Last EDIPI/MOS USMC
To: Commanding Officer

1. I understand the nature of the delay in being granted an audience with the CO. I elect the following option:

- a. I agree to have my Request Mast heard by the XO.
- b. I wish to wait until the CO is available in person.
- c. I wish to meet with the CO via VTC or speak via phone at the earliest available date (as arranged by the Unit Adjutant/CIG).

Print Name

Signature

Date

Enclosure (3)



UNITED STATES MARINE CORPS
MARINE AERIAL REFUELER TRANSPORT SQUADRON 152
MARINE AIRCRAFT GROUP 12
1ST MARINE AIRCRAFT WING
UNIT 37220
FPO AP 96310-7220

IN REPLY REFER TO:
1700
CO

From: Commanding Officer, Marine Aerial Refueler Transport Squadron 152
To: Rank First M. Last EDIPI/MOS USMC
Via: (1) Commanding Officer, Marine Aircraft Group 12
(2) Commanding General, 1st Marine Aircraft Wing

Subj: NOTIFICATION OF DENIAL OF REQUEST MAST PETITION

Ref: (a) MCO 1700.23G
(b) Wgo 1700.5C W/CH 1

1. In accordance with the references, this letter is to inform you of my decision to deny your Request Mast petition dated XX XXX XX. In accordance with reference (a), chapter 2, paragraph 3, your request to (avoid assigned duty, etc.) or your request is more appropriately pursued via the appeals process contained in the Manual for Courts-Martial. (list applicable reason).
2. I have reviewed your petition thoroughly. My decision is largely based on (optional further explanation).
3. The point of contact is XXXX X. X. XXXXXX at DSN XXX-XXX-XXXX or via email at XXXXX.XXXX@usmc.mil.

X. X. XXXXXX

From: Rank First M. Last EDIPI/MOS USMC
To: Commanding Officer

1. I have been notified of the above denial of my Request Mast petition and understand the reason(s) contained herein.

Print Name

Signature

Date

Enclosure (4)

GROUP ORDER

1700.23G



UNITED STATES MARINE CORPS
MARINE AIRCRAFT GROUP 12
1ST MARINE AIRCRAFT WING
UNIT 37150
FPO AP 96603-7150

GruO
1700.23G
SGTMAJ

MAY 28 2020

GROUP ORDER 1700.23G

From: Commanding Officer
To: Distribution List

Subj: MARINE AIRCRAFT GROUP 12 REQUEST MAST INITIATING DIRECTIVE

Ref: (a) U.S. Navy Regulations w/Ch 1
(b) Marine Corps Manual w/Ch 1-3
(c) MCO 1700.23G
(d) WgO 1700.5C Ch 1

Encl: (1) Marine Aircraft Group 12 Command Specific Elements
Pertaining to Request Mast
(2) Request Mast Denial Sample Letter
(3) Request Mast Follow-Up Form
(4) Request Mast Delay Notification Letter

1. Situation. Request Mast as established in U.S. Navy Regulations (Arts. 0820c and 1151.1) and the Marine Corps Manual (par 2805) includes both the right of the Marine to communicate with the respective unit Commanding Officer (CO) and/or the Commanding General (CG), normally in person, and the requirement that the Commander consider the matter and personally respond to the Marine Requesting Mast. This order represents the Initiating Directive for the Commandant's Request Mast Program; therefore, individual unit Request Mast directives are no longer required.

2. Cancellation. GruO 1700.23F.

3. Mission. To preserve the right of all Marines to directly communicate grievances to, or seek assistance from, their unit Commanding Officer, and or Commanding General as exercised through the formal Request Mast process explained in the references.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) Reference (c) is designated as the singular U.S. Marine Corps Request Mast Order and is to be used by all members of Marine Aircraft Group 12 (MAG-12) for the purpose of exercising Request Mast with the unit CO, and/or, the CG.

(b) This Order will be published and posted along with references (c) and (d).. All personnel will be informed of its content as part of each unit's annual training plan.

(2) Concept of Operations

(a) Procedures. All members of MAG-12 exercising Request Mast shall do so using the references and enclosures.

(b) Form Submission Points of Contact. Request Mast applications to the Group Commanding Officer will be submitted using NAVMC form 11296 (Rev. 05-19) via the chain of command to the Group Sergeant Major's office for enlisted personnel or the Group Executive Officer for officers.

(c) Time Limits. The Request Mast form will be marked with the date and time of submission by the Group Sergeant Major or Executive Officer. The Commanding Officer will take action on the Request Mast within one working day. Should a delay in responding to a Request Mast occur, the Group Sergeant Major or Executive Officer will use enclosure (4) or separate correspondence. Both the individual requesting mast and the Group Sergeant Major or Executive Officer will sign and date the reason for delay.

(d) Conducting Request Mast. Request Mast will be conducted by the CO in person when practical. If not practical, the CO will conduct via video teleconference or teleconference. In all cases the CO must respond to the Request Mast in writing.

(e) Prohibition of Interference and/or Reprisal. No one will interfere with a Request Mast. Interference or reprisal with a Request Mast is a chargeable offense under the Uniform Code of Military Justice. There will be no adverse actions or reprisal against individuals who exercise their right to Request Mast.

(f) Training. This Order will be published to all personnel assigned to Marine Aircraft Group 12. This Order will be located on the Marine Aircraft Group 12 sharepoint at:

<https://iimef.usmc.mil/ace/mag12/staff/sl/admin/Group%20Orders%20Library/Forms/AllItems.aspx>

All Squadrons and the Group Headquarters are directed to educate their Marines on the contents of this order annually.

(g) Tasks

1. Commanding Officers

a. Provide administrative assistance as delineated in the references and enclosures.

b. Facilitate the process of Request Mast applications addressed to the Commanding Officer for consideration.

c. Ensure annual Request Mast training is being conducted.

2. Sergeants Major

a. Ensure that all personnel are familiar with this directive and the associated MAG-12 specific elements.

b. Ensure that this directive is posted on all Troop Information Boards and readily available to all personnel.

c. Assist with personnel requesting mast.

d. Assist in ensuring annual Request Mast training is being conducted.

3. S-3 / Training Officers. Incorporate Request Mast procedures into unit annual training programs.

5. Administration and Logistics

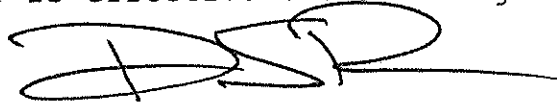
a. Records Keeping. All completed Request Mast records shall be maintained in a secured storage filing, and will be maintained and disposed of according to the Marine Corps records management program.

b. Order Contents. Suggestions for changes to this order may be forwarded to the Group Sergeant Major for staffing and consideration.

6. Command and Signal

a. Command. This Order is applicable to all uniformed members of MAG-12.

b. Signal. This Order is effective the date signed.

A handwritten signature in black ink, appearing to be 'D. S. DEWOLFE', written in a cursive style with a long horizontal stroke extending to the right.

D. S. DEWOLFE

DISTRIBUTION: INTRANET

MARINE AIRCRAFT GROUP 12
REQUEST MAST COMMAND SPECIFIC ELEMENTS

1. All Marine Aircraft Group 12 personnel shall use the below chain of command and points of contact when requesting mast.
2. MAG-12 Points of Contact:
 - a. Enlisted. MAG-12 Sergeant Major, DSN (315) 255-7502.
 - b. Officers: MAG-12 Executive Officer, DSN (315) 255-7501.
3. MAG-12 chain of command to the first Commanding General (CG):
 - a. Squadron Commanding Officer.
 - b. MAG-12 Commanding Officer.
 - c. 1st MAW Commanding General (CG): 1st MAW CG, Bldg 1, Camp Foster, (via CIG, DSN (315) 645-2055 or email: lmaw_inspector@usmc.mil).

ENCLOSURE (1)



UNITED STATES MARINE CORPS
MARINE AIRCRAFT GROUP 12
1ST MARINE AIRCRAFT WING
UNIT 37150
FPO AP 96603-7150

IN REPLY REFER TO
XXXX
CO

From: Commanding Officer
To: (Rank) First M. Last EDIPI XXXXXXXXXXXX/MOS USMC
Via: (1) Commanding Officer, Group
(2) Commanding General

Subj: NOTIFICATION OF DENIAL OF REQUEST MAST PETITION

Ref: (a) MCO 1700.23G
(b) WgO 1700.5C Ch 1

1. In accordance with the references, this letter is to inform you of my decision to deny your Request Mast Petition dated XX XXX XX. In accordance with reference (a), chapter 2, paragraph 3, your request to (avoid assigned duty, etc.) or your request is more appropriately pursued via the appeals process contained in the Manual for Court Martial. (list applicable reason.)
2. I have reviewed your petition thoroughly. My decision is largely based on XXXXXXXXXXXX. (Optional further explanation).
3. The point of contact is (Rank) First M. Last who can be reached at DSN (XXX)-XXX-XXXX or via email at XXXXX.XXXXX@usmc.mil.

F. M. LAST

I have been notified of the above denial of my Request Mast petition and understand the reason(s) contained herein.

Printed Name

Signature

Date

ENCLOSURE (2)

Ref: (a) MCO 1700.23G
(b) WgO 1700.5C Ch 1

Purpose: The Purpose of this information sheet is to assist commanders with ensuring that both the outcome of the Request Mast was adhered to and to also ensure that there has been no action(s) adverse or prejudicial to the interest of the Marine who exercised his/her right to Request Mast. This form is to be utilized after the completion of the original Request Mast.

Name of Marine who Requested Mast: _____

Rank: _____

Unit: _____

EDIPI: _____

Date of Request Mast: _____

Completion Date of Request Mast: _____

Date of Follow-up: _____

Has the disposition in block 10 of NAVMC 11296 been adhered to?

Additional information pertaining to the Follow-up:

Follow-up completed by (CO or 1stSgt/SgtMaj):

Print the rank, name, and billet

Signature

Date

Filing instructions: This document is to be filed with the Request Mast petition.

ENCLOSURE (3)



UNITED STATES MARINE CORPS
MARINE AIRCRAFT GROUP 12
1ST MARINE AIRCRAFT WING
UNIT 37150
FPO AP 96603-7150

XXXX
CO

From: Commanding Officer
To: (Rank) First M. Last EDIPI XXXXXXXXXXXX/MOS USMC
Subj: DELAY OF REQUEST MAST
Ref: (a) MCO 1700.23G
(b) WgO 1700.5C Ch 1

1. In accordance with the references, this letter is to inform you of the delay in the execution of your Request Mast to the Marine Aircraft Group 12 Commanding Officer (MAG CO) dated XX XXX XX, due to operational reasons in which the MAG CO is currently on Temporary Additional Duty (TAD).
2. Due to his/her absence, the CO has directed the XO, Rank and Name (Acting CO) to conduct the Request Mast in a timely manner.
3. Contact the CIG for questions or additional information at DSN (315) 645-2055.

F. M. LAST

I understand the nature of the delay in being granted an audience with the CO. I elect the following option:

1. I agree to have my Request Mast heard by the XO.
2. I wish to wait until the CO is available in person.
3. I wish to meet with the CO via VTC or speak via phone at the earliest available date (as arranged by the unit Adjutant/CIG).

Printed Name

Signature

Date

ENCLOSURE (4)

WING ORDER
1700.5C CH2



UNITED STATES MARINE CORPS

1ST MARINE AIRCRAFT WING

UNIT 37101

FPO AP 96373-7101

WgO 1700.5C Ch 2

CIG

21 JAN 2021

1ST MARINE AIRCRAFT WING ORDER 1700.5C Ch 2

From: Commanding General, 1st Marine Aircraft Wing

To: Distribution List

Subj: 1ST MARINE AIRCRAFT WING REQUEST MAST PROGRAM

1. Situation. To update the subject line to the basic Order.
2. Mission. To notify all on the distribution list of the subject line change to the basic Order.
3. Execution. Remove the subject line to the basic Order and replace with 1st Marine Aircraft Wing Request Mast Program.
4. Filing Instructions. File this change transmittal in front of the original Order.

A handwritten signature in black ink, appearing to read "R. Guice", with a horizontal line extending to the right.

ROBERT J. GUICE

Chief of Staff



UNITED STATES MARINE CORPS
1ST MARINE AIRCRAFT WING
UNIT 37101
FPO AP 96373-7101

WgO 1700.5C Ch 1
CIG
11 SEP 2019

1ST MARINE AIRCRAFT WING ORDER 1700.5C Ch 1

From: Commanding General, 1st Marine Aircraft Wing
To: Distribution List

Subj: INITIATING DIRECTIVE FOR THE COMMANDANT'S REQUEST MAST PROGRAM

1. Situation. To update the references to the basic Order.
2. Mission. To notify all on the distribution list of the revisions and policy changes to the basic Order.
3. Execution. The following changes are effective to WgO 1700.5C:
 - a. Remove reference (c), NAVMCDIR 1700.F and replace with MCO 1700.23G. The promulgation of MCO 1700.23G cancels reference (c).
 - b. Remove reference (d), MCO 1700.23F. The promulgation of MCO 1700.23G cancels reference (d).
4. Filing Instructions. File this change transmittal in front of the original Order.

J. F. HARP
Chief of Staff

DISTRIBUTION STATEMENT A: Approved for public release;
distribution is unlimited.



UNITED STATES MARINE CORPS
1ST MARINE AIRCRAFT WING
UNIT 37101
FPO AP 96373-7101

IN REPLY REFER TO:
WgO 1700.5C
CIG
1 APR 2016

1ST MARINE AIRCRAFT WING ORDER 1700.5C

From: Commanding General, 1st Marine Aircraft Wing
To: Distribution List

Subj: INITIATING DIRECTIVE FOR THE COMMANDANT'S REQUEST MAST PROGRAM

Ref: (a) U.S. Navy Regulations w/Ch 1
(b) Marine Corps Manual w/Ch 1-3
(c) NAVMC DIR 1700.23F
(d) MCO 1700.23F

Encl: (1) Command Specific Elements pertaining to Request Mast
(2) Request Mast Denial Sample Letter
(3) Request Mast Follow-Up Form
(4) Request Mast Delay Notification Letter

1. Situation. Request Mast as established in reference (a) (Arts. 0820c and 1151.1) and reference (b) (par 2805) includes both the right of the Marine to communicate with the respective unit Commanding Officer (CO) and/or the Commanding General (CG), normally in person, and the requirement that the commander consider the matter and personally respond to the Marine requesting mast (petitioner) in a timely manner. Per reference (c) this Order represents the 1st Marine Aircraft Wing (MAW) Initiating Directive for the Commandant's Request Mast Program.

2. Cancellation. WgO 1700.5B.

3. Mission. To preserve the right of all Marines to directly communicate grievances to, or seek assistance from, their unit CO and/or the CG as exercised through the formal Request Mast process explained in the references.

4. Execution

a. CG's Intent

(1) Reference (d) is designated as the single U.S. Marine Corps Request Mast Order and is to be utilized by all members of 1st MAW for the purpose of exercising Request Mast with the unit CO and/or the CG.

(2) This Order shall be published and posted prominently along with references (c) and (d). All personnel shall be informed of its content as part of each unit's new-join brief and incorporated into the unit's annual training plan.

b. Concept of Operations

(1) All members of 1st MAW exercising Request Mast shall do so utilizing the references, which describe the process and procedural aspects of Request Mast and the enclosures, which describe the 1st MAW specific elements and provide additional guidance.

(2) All units shall emphasize the fact that no one can deny a member the right to Request Mast unless the commander to which the Request Mast is made decides to do so based on reasons contained in the references. In general, the reasons to deny a Request Mast are due to the request involving issues contained in a courts-martial or non-judicial punishment proceeding with an inherent appeals process or involuntary administrative separations. If a Request Mast petition is denied for reason(s) contained in the references, an official letter from the unit CO shall be provided to the petitioner explaining the reason(s) for denial, and a copy will be forwarded to the CG via the chain of command. Enclosure (2) provides a denial letter sample.

(3) Request Mast petitions to the CG shall be submitted in writing utilizing NAVMC form 11296 via the chain of command to the 1st MAW Command Inspector General's (CIG) Office. Enclosure (3) shall be used and become part of the official record of the Request Mast petition to document proper follow-up on the decisions of the CO/CG regarding the Request Mast.

(4) Request Mast petitions labeled "CG's Eyes Only", if forwarded up the chain of command, shall be officially recognized by each commander in the chain by signing and dating a NAVMC form 11296. Each commander in the chain shall ensure the petitioner is given the opportunity to address their complaint in person. In no case will the petitioner be pressured to reveal the content of their complaint. Request Mast petitions labeled "CG's Eyes Only" will be promptly forwarded to the CIG's office. The CIG shall be notified of a Request Mast petition labeled "CG's Eyes Only" immediately via email and/or phone in order to expedite the adjudication of the petition.

(5) Due to 1st MAW's unique geographical dispersion, the one work day maximum delay guideline for the Request Mast petitioner to be granted an audience with each commander up to the CG may not be achievable. However, temporary absence of the next commander is not a reason to delay the notification of the Request Mast petition. Every available option to speak with the CO or CG will be explored and offered to the petitioner, to include using technology such as Video Teleconferencing (VTC). In all cases, the petitioner shall be advised of the earliest time available to meet with the CO or CG, which shall be on the first working day after returning from temporary additional duty or leave. The petitioner will be given the option to wait until the commander's return for a personal audience, speak with the Executive Officer/Assistant Wing Commander (if in an acting capacity), speak via phone or VTC, as offered or directed by the CO/CG. Enclosure (4) provides a sample delay notification letter which shall be retained as part of the official records.

5. Administration and Logistics

a. COs shall:

(1) Provide administrative assistance as delineated in the enclosures.

(2) Promptly facilitate the process of Request Mast applications addressed to the CG.

(3) Be subject to inspection by the 1st MAW CIG or higher authority regarding the Request Mast program.

(4) Ensure that all uniformed personnel are familiar with this directive and the associated command specific elements.

(5) Ensure that this directive is posted on all troop information boards and readily available to all personnel.

(6) Facilitate Marines who Request Mast to the next higher commander in the chain of command and retain all records in accordance with the references.

b. CIG shall:

(1) Maintain staff coordination and cognizance over this order and the Request Mast process within 1st MAW, to include inspection criteria and record keeping.

(2) Inspect unit Request Mast programs for adherence to the references and the order during, but not limited to, the CG's Inspection Program.

(3) As the CG's Executive Agent for Request Mast, execute all tasks related to the planning, coordination, and completion of all CG Request Masts.

6. Command and Signal

a. Command. This Order is applicable to all uniformed members of 1st MAW.

b. Signal. This Order is effective the date signed.


D. A. KREBS
Chief of Staff

DISTRIBUTION: INTRANET

COMMAND SPECIFIC ELEMENTS PERTAINING TO REQUEST MAST

1. 1st MAW points of contact to initiate a Request Mast application:
 - a. Enlisted: Unit Sergeant Major (SgtMaj)
 - b. Officer: Unit Executive Officer (XO)
2. Request Mast chain of command for 1st MAW is:
 - a. Immediate Commander: Unit Commanding Officer (CO)
 - b. Next Commander: Group CO
 - c. Immediate Commanding General (CG): 1st MAW CG, Bldg 1, Camp Foster, (via CIG, 645-3010 or email: 1maw_inspector@uscm.mil)
3. The Commanding Inspector General (CIG) will review and make appropriate recommendations pertaining to Request Mast to the CG; however, he/she may neither respond to, nor deny a Request Mast on behalf of the CG.

REQUEST MAST DENIAL SAMPLE LETTER

From: Commanding Officer
To: (RANK) First M. Last EDIPI XXXXXXXXXXXX/MOS USMC
Via: (1) Commanding Officer, Group
(2) Commanding General

Subj: NOTIFICATION OF DENIAL OF REQUEST MAST PETITION

Ref: (a) NAVMC Dir 1700.23F
(b) MCO 1700.23F
(c) WgO 1700.5C

1. In accordance with the references, this letter is to inform you of my decision to deny your Request Mast petition dated XX XXX XX. In accordance with reference (a), chapter 2, paragraph 3, your request to (avoid assigned duty, etc.) or your request is more appropriately pursued via the appeals process contained in the Manual for Courts Martial. (list applicable reason.)
2. I have reviewed your petition thoroughly. My decision is largely based on XXXXXXXXXXXXXXXX. (Optional further explanation).
3. The point of contact is XXXX X. X. XXXXXXX at DSN XXX-XXX-XXXX or via email at XXXXX.XXXX@usmc.mil.

X. X. XXXXXXX

I have been notified of the above denial of my Request Mast petition and understand the reason(s) contained herein.

Printed Name

Signature

Date

REQUEST MAST FOLLOW-UP FORM

Ref: (a) NAVMC Dir 1700.23F
(b) MCO 1700.23F
(c) Wgo 1700.5C

Purpose: The purpose of this information sheet is to assist commanders with ensuring that both the outcome of the Request Mast was adhered to and to also ensure that there has been no action(s) adverse or prejudicial to the interests of the Marine who exercised his/her right to Request Mast. This form is to be utilized after the completion of the original Request Mast.

Name of Marine who Requested Mast: _____

Rank: _____

Unit: _____

EDIPI: _____

Date of Request Mast: _____

Completion Date of Request Mast: _____

Date of Follow-up: _____

Has the disposition in block 10 of NAVMC 11296 been adhered to?

Additional Information pertaining to the Follow-up:

Follow-up completed by (CO or 1stSgt/SgtMaj):

Print the rank, name, and billet

Signature

Date

Filing Instructions: This document is to be filed with the Request Mast petition.

REQUEST MAST DELAY NOTIFICATION LETTER

From: Command Inspector General

To: Rank Name EDIPI XXXXXXXXXXXX/MOS USMC

Subj: DELAY OF COMMANDING OFFICER/COMMANDING GENERAL REQUEST MAST

Ref: (a) NAVMC Dir 1700.23F

(b) MCO 1700.23F

(c) WgO 1700.5C

1. In accordance with the references, this letter is to inform you of the delay in the execution of your Request Mast to the Commanding Officer (CO)/ 1st MAW Commanding General (CG) dated XX XXX XX, due to operational reasons in which the CG is off the island of Okinawa.
2. Due to his/her absence, the CO/CG has directed the XO/AWC, Rank and Name (Acting CO/CG) to conduct the Request Mast in a timely manner.
3. Contact the CIG for questions or additional information at DSN 645-3010.

X. X. XXXXXX

I understand the nature of the delay in being granted an audience with the CO/CG. I elect the following option:

- _____ 1. I agree to have my Request Mast heard by the XO/AWC.
- _____ 2. I wish to wait until the CO/CG is available in person.
- _____ 3. I wish to meet with the CO/CG via VTC or speak via phone at the earliest available date (as arranged by the Unit Adjutant/CIG).

Printed Name

Signature

Date

MCO
1700.23G



DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
3000 MARINE CORPS PENTAGON
WASHINGTON DC 20350-3000

MCO 1700.23G
IGI
21 JUN 2019

MARINE CORPS ORDER 1700.23G

From: Commandant of the Marine Corps
To: Distribution List

Subj: REQUEST MAST PROCEDURES

Ref: (a) U.S. Navy Regulations
(b) Marine Corps Manual
(c) MCO 5430.1A w/ Admin CH
(d) Uniform Code of Military Justice (UCMJ)
(e) MCO 1900.16 CH 2
(f) JAGINST 5800.7F CH 1
(g) MCO 5354.1E w/ADMIN CH
(h) 10 U.S.C. §1034
(i) SECNAVINST 5370.7D
(j) SECNAV Notice 5210
(k) SECNAV M-5210.1
(l) MCO 5210.11F
(m) 5 U.S.C. 552a
(n) SECNAVINST 5211.5E

Encl: (1) Request Mast Procedures Manual

1. Situation. This Order promulgates request mast policy and procedures for the Marine Corps.

2. Cancellation. MCO 1700.23F and NAVMC Directive 1700.23F.

3. Mission. To preserve the right of every Marine to seek assistance from, or communicate grievances directly to, their commander or commanders up to and including a Commanding General (CG) within the chain of command at the same base or immediate geographical location, as established in reference (a) (Articles 0820c and 1151.1) and reference (b) (paragraph 2805), through the use of the formal request mast process.

DISTRIBUTION STATEMENT A: Approved for public release;
distribution is unlimited.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. This Order promulgates policy and procedures for the commander's request mast program. All commanders down to the lowest administrative level shall institute a request mast program that conforms to this Order. All personnel shall be informed of the contents of this Order upon publication.

(2) Concept of Operations. Request mast applications must be submitted in writing using guidance contained in enclosure (1) via the chain of command to the commander with whom the Marine is requesting an audience.

b. Subordinate Element Missions

(1) Commanding General, Marine Corps Combat Development Command (CG MCCDC). Develop or revise, as appropriate, any instructional courses and materials that pertain to the request mast program.

(2) Commanders

(a) Institute and maintain a commander's request mast program.

(b) Ensure that all personnel are familiar with request mast policy and procedures contained in this Order.

(c) Offer to process and resolve a Marine's request mast without delay. There should be no more than one working day delay from when the request is presented to when the Marine has an audience with the commander. This applies at each level of the command.

(d) Provide Marines the opportunity to request mast in person unless extraordinary circumstances preclude such an appearance.

(e) Establish, monitor, and document follow-up procedures to ensure that each request mast is processed in a timely manner, that the disposition is being executed, and that no adverse or prejudicial action is taken against a Marine as a result of exercising the right to request mast.

(f) When matters cannot or should not be resolved using the request mast program due to other appropriate forms of redress, explain to the Marine why action will not be taken to attempt to resolve the grievance and advise the marine as to the proper avenue of redress, if there is one. The commander shall annotate that the request mast was denied in Part II, Section 9 (if the commander is the audience sought or agreed to by the Marine) and state the reason explained to the Marine for the denial in Part III, Section 10 of NAVMC Form 11296, "Marine Corps Request Mast Application."

(g) When matters are beyond a commander's authority to resolve, the commander shall forward the request mast to the next higher commander for consideration and appropriate action.

(h) Exercise appropriate disciplinary or administrative action if a Marine commits or attempts to commit interference or reprisal against any Marine exercising his or her right to request mast. Subsequent to the final disposition, ensure the Marine submitting the request mast is briefed on his or her rights associated with retaliation.

(i) Administratively support Marines in the production and submission of the NAVMC 11296.

(3) Inspector General of the Marine Corps (IGMC)

(a) Conduct requests mast on behalf of the Commandant of the Marine Corps (CMC) while conducting formal inspections, as provided in reference (c), or at other times as appropriate.

(b) As part of the Independent Command Inspection Program and Comprehensive Command Inspection Program, and in accordance with reference (c), the IGMC shall inspect and review request mast programs.

(c) Publish and maintain the currency of this Order with applicable laws and policy.

c. Coordinating Instructions

(1) This Order describes the process and procedural aspects of the request mast program and is the single request mast directive for the Marine Corps. Command request mast orders are no longer required to be produced or published.

(2) This Order is not intended to, and does not, create any right or benefit, substantive or procedural, enforceable at law or in equity by any party against the United States, its departments, agencies, or entities, its officers, employees, or agents, or any other person.

5. Administration and Logistics

a. Records Management

(1) Records created as a result of this Order shall be managed according to National Archives and Records Administration (NARA)-approved dispositions per references (j) and (k) to ensure proper maintenance, use, accessibility and preservation, regardless of format or medium. Refer to reference (l) for Marine Corps records management policy and procedures.

(2) Request mast records shall be properly safeguarded and maintained separately from service records.

(3) The command shall manage request mast records in accordance with record schedule 1000-34. Records schedules may be located at:

<https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

b. Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (PII) 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 PII 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 PII shall be in accordance with the Privacy Act of 1974, as amended (reference (m)) and implemented per reference (n).

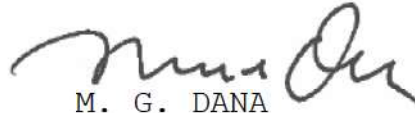
c. Forms Management. NAVMC 11296 may be located on Naval Forms Online at: <https://forms.documentservices.dla.mil/order/>.

d. Functional Area Checklist. The request mast functional area checklist can be referenced at: <https://www.hqmc.marines.mil/igmc/Resources/Functional-Area-Checklists/>.

6. Command and Signal

a. Command. This order is applicable to the Marine Corps Total Force.

b. Signal. This order is effective the date signed.



M. G. DANA
Director, Marine Corps Staff

DISTRIBUTION: PCN 10202320200

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Chapter 1

Scope

1. This Order contains instructions for executing the commander's request mast program and procedures for processing request mast applications. Only those procedural exceptions provided for in this Order are authorized. Any individual who impedes adherence to these procedures may be subject to disciplinary action, including the Marine requesting mast.
2. Request mast is the primary way for a Marine to formally seek assistance from, or communicate a grievance to, his or her commander. Although a Marine's request mast may not be resolved to his or her satisfaction, the Marine shall be afforded the opportunity to address the issue with the commander. Personnel outside the official chain of command shall not conduct request mast. Only designated commanders as outlined in chapter 1 of this Order will conduct request mast. Other personnel such as subordinate officers, civilians, non-commissioned officers (NCOs), or staff non-commissioned officers (SNCOs) must not delay the request mast process in order to address the grievance or issue themselves. They will focus their efforts on making the Marine available to the commander and provide assistance to ensure the entire process is efficient and completed without delay.
3. Request mast is not intended to be used for the purpose of harassment where the request mast has no merit or systemic issue able to be resolved by the commander or commanders, avoiding assigned duties, or intentionally interfering with the commander's ability to carry out the functions and mission of the command. Furthermore, request mast should not replace established staff functions or supplant discourse with the chain of command.
4. A commander may deny a request mast application if there is another specific avenue of redress available to the Marine, such as:
 - a. Actions under the UCMJ. Reference (d) provides for the protection of the rights of a Marine at every stage of disciplinary action and for investigations through final review or appeal. Therefore, a commander may deny a request mast that includes an element of disciplinary action, whether contemplated, pending, in progress, or final. Request mast is not to be used as a means of collateral attack against the

proceedings, punishment, findings, or sentence resulting from disciplinary action brought under the UCMJ.

b. Involuntary Administrative Separations. Reference (e), chapters 4 and 6, contain provisions for the protection of the rights of Marines being processed for involuntary administrative separation. Accordingly, commanders may deny a request mast that has at its core a grievance involving involuntary administrative discharge proceedings, whether contemplated, pending, in progress, or final.

c. Complaints under Article 138, UCMJ and Article 1150, U.S. Navy Regulations. Chapter III of reference (f) contains guidance for the preparation, submission, and processing of complaints under Article 138, UCMJ, and Article 1150 of reference (a). Commanders may deny a request mast if its subject is an ongoing Article 138 or 1150 investigation. Commanders should consult with their supporting staff judge advocate in such instances.

5. Only the commander with whom the Marine is requesting an audience can deny a request mast. Commanders should carefully evaluate each request mast to determine if other peripheral issues should be addressed. Accordingly, commanders should make every attempt to hear the Marine's presentation of matters before making a decision to deny a request mast. The commander shall explain to the Marine why the request mast is denied and if appropriate, what procedure must be followed to resolve the issue. The authority to deny a request mast includes authority to refuse to further process the request mast. Whenever a commander denies a request mast, he or she shall forward a report of the denial to the first GO via the chain of command within five working days. The correspondence shall include the basis surrounding the denial and affirmation that the Marine understands why the request was denied. No such report needs to be made in cases where the commander denying the request mast is the first GO in the chain of command; however, the request mast must be processed in accordance with paragraph 4.b.(2)(f) of this Order.

6. Reference (g) describes the primary methods for submitting and adjudicating complaints concerning harassment (to include sexual harassment), unlawful discrimination and abuse, wrongful distribution or broadcasting of intimate images, and certain dissident and protest activity. A Marine may use request mast to present these types of complaints as an alternative, but the procedures described in reference (g) remain the primary means.

7. A Marine does not have to disclose the subject of the request mast to anyone in the chain of command except to the commander with whom the Marine is requesting mast.
8. The senior local commander within the Marine's chain of command shall forward the request mast application intended for a commander not located on the same base or geographic location as the Marine requesting mast. The request mast should then be addressed with the Marine in person, by telephone, and/or in writing, as deemed appropriate by the commander addressed in the request mast.
9. When the operational commitments of a Marine's command, whether for training or deployment, interfere with the procedures set forth in this Order, the right of the Marine to petition for request mast to a commander above the level of the immediate commander may be suspended by the CG for the duration of the operational commitment. Given communication methods presently available, the need to suspend request mast should rarely be invoked and then only to the extent required to ensure the accomplishment of the command's immediate mission.
10. Although a Marine has the right to forward an application for request mast to higher commanders, such as the highest GO in the Marine's chain of command, there is no vested right for a Marine to request mast with commanders higher than his or her immediate GO.
 - a. Any GO higher than the first GO in the chain of command between the Marine's immediate CG and his or her most senior CG may establish policies and procedures as they desire for processing requests mast addressed to them, including that such requests may be returned without any action taken.
 - b. The IGMC will process appropriate request mast applications to the IGMC in accordance with procedures set forth in appendix A when conducting unit inspections.
11. Nothing in this Order is intended to expand or abridge the rights of Marines otherwise guaranteed by the First Amendment to the U.S. Constitution, federal law, or applicable Department of Defense, Navy, or other Marine Corps regulations.
12. CGs may coordinate with one another to provide for the availability of another CG to conduct requests mast whenever circumstances require an exception to the provisions of this Order. Additionally, the authority to conduct request mast may

be delegated to a deputy or assistant commander who is a GO, or a colonel/Navy captain exercising GCMCA when appropriate.

13. Any interference with a Marine's right to request mast or any attempt to retaliate against a Marine who has requested mast is strictly prohibited. Any attempted violation, or soliciting another to violate this Order by interfering with or restricting a Marine's right to request mast, subjects involved personnel to disciplinary action under Article 92 of the UCMJ. Per reference (i), violations should be reported to the chain of command.

Chapter 2

Procedural Guidance

1. NAVMC 11296 is the Marine Corps Request Mast Application. Electronic files shall be treated equivalently as paper media as described in paragraph 1(h) and paragraph 3 of chapter 5 in this order.

1. All commanders down to the lowest administrative level with NJP authority shall institute the commander's request mast program in accordance with this Order. Commanders shall ensure all personnel are informed of request mast policies and procedures.

2. Request mast applications shall be submitted using NAVMC 11296 via the chain of command to the commander with whom the Marine desires to request mast. In addition to processing this form as a hard copy document, NAVMC 11296 has the capability of being digitally signed and has expandable text boxes where Marines and commanders can enter data pertaining to the request mast.

3. Each intermediate commander, up to the commander with whom the Marine desires an audience, will offer to resolve the Marine's request mast, but must do so without intimidation. In general, there should be no more than one working day delay at any level of command and the request mast will be heard at the earliest reasonable time. Explanations for delay shall be provided in writing on the NAVMC 11296 and acknowledged by the commander and the Marine. When considering request mast, commanders should focus their attention on the subject or systemic problem of the request and not necessarily on the requested outcome or remedy. Often the two do not match or the requested remedy in itself has no impact on solving the underlying issue. The onus is on the commander to seek clarification in such cases and to seek corrective actions, where applicable, in order to address the Marine's grievance. The essence of the request mast process is to address the subject and attempt to solve the grievance, not to attempt to reach an arbitrary level of satisfaction with the Marine requesting mast. Commanders shall hear emergency cases as soon as identified. To determine whether a request mast is an emergency case, commanders must consider the following:

a. Whether a Marine is subject to an ongoing hardship (e.g., pay, family emergencies, if the well-being of a person is in jeopardy, etc.).

b. The severity of the hardship.

c. If the issue is time sensitive and will remain unresolved upon a certain date, time, or expected event in the immediate future.

4. Commanders shall make every effort to provide Marines an opportunity to request mast in person. If a personal appearance, to include telephonic or video communications is not practical, the commander shall respond in writing to the Marine. Additionally, the commander shall provide an explanation of why a personal appearance was not practical and annotate such on the NAVMC 11296.

5. Commanders who receive legitimate grievances or requests for assistance via request mast shall forward those beyond their authority to resolve to the next higher commander for resolution.

6. Marines confined in correctional facilities have the right to request mast. A request mast marked "to be opened by the commanding officer/CG only" shall not be opened by correctional facility personnel. Only the commanding officer, CG, or if applicable, the designated Request Mast Review Authority (RMRA) may open a request mast labeled "to be opened by the commanding officer/CG only."

Chapter 3

Procedures for Request Mast with the Marine's Immediate
Commanding General

1. Request Mast to Immediate CG

a. A Marine who desires to request mast to his or her immediate CG shall prepare a NAVMC 11296 that includes the reasons for the request mast and attach supporting documents as required. Additionally, the Marine may include a list of witnesses, with a summary of the expected testimony of each witness.

b. The Marine should submit the completed NAVMC 11296 and any supporting documents to the Marine's first commander in his or her chain of command, who shall offer to resolve the issue. Each intermediate commander will offer to understand and attempt to resolve the issue or grievance. If an intermediate commander is unable to resolve the issue, that commander shall provide a written statement as to his or her understanding of the request mast and then forward the request mast to the next higher commander in the Marine's chain of command.

c. When a request mast addressed to the CG is resolved at a lower level, the Marine shall make an annotation in block 11 of the NAVMC 11296 indicating that he or she voluntarily disclosed the request mast to a commander who was subordinate to the commander originally requested in Block 5a and the Marine fully understands and accepts the disposition of the grievance. The Marine and a witness will jointly sign and date this statement.

d. Upon conclusion of the request mast, the Marine shall initial the NAVMC 11296 to indicate that he or she has had the opportunity to communicate directly with the CG and was informed of any action(s) to be taken by the CG regarding the request mast.

2. Cases of Request Mast "to be opened by the CG only"

a. Any Marine requesting mast to his or her CG has the option to do so confidentially. If the Marine does not desire to reveal the subject of the request mast to subordinate commanders in the chain of command, the Marine must include a statement as to why the subject was not revealed in the request mast. The Marine shall place the NAVMC 11296 and any supporting

documentation in a sealed envelope marked "to be opened by the CG only."

b. The Marine's first commander in his or her chain of command shall receive any request mast sealed and marked "to be opened by the CG only." Each intermediate commander shall offer to understand and attempt to resolve the issue or grievance. If the Marine maintains that he or she does not desire to reveal the subject, each of the Marine's commanders in his or her chain of command shall forward the request mast to the next higher level of command until it is delivered to the CG or the RMRA.

c. If a Marine desires to submit a confidential request mast "to be opened by the CG only," no documentation is required on the NAVMC 11296 and intermediate commanders shall continue routing the request mast.

3. Establishing Internal Request Mast Procedures. When establishing internal request mast procedures, CGs may authorize a specified individual to act as the CG's RMRA. For example, a CG may designate a local command inspector general (CIG) to review requests mast, to include those that are sealed and marked "to be opened by the CG only." If approved by the first GO in the chain of command or CG, only the RMRA may open and read a "to be opened by the CG only" request mast. To maintain the integrity of the request mast that the Marine desires, the following restrictions apply:

a. A RMRA may neither respond to nor deny a request mast on behalf of the CG, but may make appropriate recommendations to the CG that pertain to the request mast application.

b. A RMRA may consult with the Marine requesting mast to administratively support the Marine and ensure the NAVMC 11296 is correctly and sufficiently developed.

c. If a CG designates a CIG as the RMRA, any lawful communication made to a CIG will also constitute a protected communication under the Military Whistleblower Protection Act. Therefore, in addition to the protection afforded to a Marine for exercising his or her right to request mast under reference (a) and this Order, further protection is afforded to the Marine under reference (h), as implemented by reference (i).

APPENDIX A

Request Mast with the Inspector General of the Marine Corps
(IGMC)

1. The IGMC or designated representative shall provide Marines the opportunity to request mast to the office of the IGMC while conducting unit inspections. Prior to IGMC inspections, unit commanders shall publish a command bulletin which notifies Marines of the opportunity to request mast with the IGMC or the designated representative.

2. In every case, the IGMC or designated representative will make efforts to determine whether or not Marines being heard have attempted to exercise the right of request mast within the command. If not, the reasons should be explored. Conversely, the IGMC or designated representative should ascertain any impediments to the Marine's ability to request mast, including personal reasons, command interference, or faulty processes.

3. The following information/instructions should be used by commands any time a request mast is conducted by the IGMC:

a. Request mast will be conducted for all Marines desiring to do so that belong to units inspected as part of the IGMC Inspection Program. All personnel who desire to request mast with the IGMC are subject to the limitations set forth in this Order.

b. Efforts to solve problems should be made at the lowest level possible; however, during visits by the IGMC, no special attempt should be made to solve a problem to the Marine's satisfaction solely for the purpose of avoiding request mast with the IGMC or representative. No Marine will be required to explain the subject of their request mast prior to having an audience with the IGMC or the designated representative.

c. Some Marines may bring up the same problem in different forums hoping for a favorable decision. The majority of such cases heard by the IGMC or the designated representative are returned to the command for resolution, with the IGMC being briefed of the final disposition of the case.

d. Part I of NAVMC 11296 is to be prepared by the Marine requesting mast. The Marine will deliver the application to their chain of command in accordance with instructions contained in the command bulletin which notifies Marines of the

opportunity to request mast with the IGMC or the designated representative. The request can be sealed in an envelope marked "to be opened by the IGMC only" or unsealed, depending on the Marine's desires. The command shall deliver the request mast application to the IGMC or the designated representative as soon as possible. If the Marine requesting mast has marked the envelope "to be opened by the IGMC only," only the IGMC or the IGMC representative shall open the request mast. The command will deliver any supporting documentation, as necessary, when the request mast occurs. A request mast about disciplinary action under the UCMJ, legal matters, or involuntary administrative separation will not be considered by the IGMC or the designated representative. This includes all matters, whether contemplated, pending, in progress, or final,

e. The command shall provide the IGMC or designated representative an area with sufficient space for privacy to accommodate Marines requesting mast. Commands shall support the IGMC or representative with administrative, telephone, and/or video capability if needed.

f. When the time and venue have been determined for request mast with the IGMC or designated representative, a command bulletin shall be published. See template bulletin provided at: <https://www.hqmc.marines.mil/igmc/Units/Inspections-Division/>.

(1) The subject of the bulletin will be: "REQUEST MAST WITH THE INSPECTOR GENERAL OF THE MARINE CORPS (IGMC)/OR DESIGNATED REPRESENTATIVE."

(2) The text in the bulletin must contain the following:

(a) Every Marine who is a member of the inspected unit will be afforded the opportunity to appear before the IGMC or the designated representative to request mast.

(b) Marines who, in good faith, wish to appear before the IGMC or designated representative at request mast may do so without fear of retaliation or prejudice to their interests.

(c) Marines desiring to keep the subject of the request mast private must seal the request mast in an envelope and mark it "to be opened by the IGMC only."

(3) The date, time, and location of the request mast shall be published in the bulletin along with specific instructions for routing the application.

4. Following the request mast, the Marine concerned should clearly understand the disposition of the request mast, whether resolved on site by the IGMC or the designated representative, referred to the local commander, or referred to Headquarters Marine Corps.

5. For requests mast with the IGMC, the original NAVMC 11296 shall be retained by the office of the IGMC and a copy will be provided to the Marine. The form shall be annotated to show what action or proposed action is to be taken. The Marine and witness(es), if applicable, shall finalize the form by completing part IV. The command will receive official correspondence from the IGMC regarding the disposition. The IGMC shall retain requests mast in accordance with paragraph 5.a.(3) of this Order.

APPENDIX B

Definitions

1. Marine. The term Marine includes all active and reserve Marines who are assigned to Marine Corps commands, including those attached or serving on temporary additional duty, as well as Marines confined in correctional facilities. Uniformed members of other services assigned or attached to Marine Corps commands may also exercise the right to request mast. Marines attached to joint or other service commands will exercise request mast through their Marine Corps administrative chain of command.
2. Commander. The term commander includes the Marine's immediate commanding officer with non-judicial punishment (NJP) authority and every commanding officer in the chain of command up to and including the Marine's immediate CG. It also includes inspector-instructors and officers-in-charge (OIC), provided the OIC is vested with NJP authority. Commander also includes General Officers (GOs) that are the first level of command for NJP authority.
3. Commanding General (CG). The term Commanding General (CG) is defined as the commander exercising general court-martial convening authority (GCMCA) over the Marine. The immediate CG is normally the first GO in the chain of command that exercises GCMCA over the Marine, though there are exceptions to this rule. Where the GCMCA is not a Marine officer, the separation or show cause authority for administrative separations will be the immediate CG for request mast purposes. CG is interchangeable with commanders and deputy commanders that are GOs, such as commanders and deputy commanders of component commands. Additionally, the authority to conduct request mast may be delegated to a colonel/Navy captain exercising GCMCA when appropriate.
4. Communicate. With regards to request mast, the term communicate is defined as an opportunity to appear personally before a commander, to correspond with that officer in writing, and/or speak with that officer by telephone or video teleconference as provided for in this Order.

21 JUN 2019

5. Request Mast Reviewing Authority (RMRA). A person designated by a CG to examine requests mast that are sealed and labeled, "to be opened by the CG only." The RMRA may review the materials for accuracy and sufficiency but may not deny the request mast on behalf of the CG.

NAVMC
11296 REV 5-19
(NON-WRITABLE)

For writable version use the following link: https://usmc.sharepoint-mil.us/sites/1MAW_vmgr152/Request%20Mast/Forms/AllItems.asp

[x](#)

MARINE CORPS REQUEST MAST

PRIVACY ACT STATEMENT

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](#)

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.

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 http://dpclid.defense.gov/Privacy/SORNsindex/DOD-Component-Article-View/Article/570354/n05041-1/.](http://dpclid.defense.gov/Privacy/SORNsindex/DOD-Component-Article-View/Article/570354/n05041-1/)

Disclosure: Voluntary. However, failure of the applicant to complete all the requested items could result in inaccurate command analysis and delayed command actions.

PART I: REQUEST: COMPLETED BY THE APPLICANT

1. NAME: (Last, First, MI)	2. RANK:	3. EDIPI:
<input type="text"/>	<input type="text"/>	<input type="text"/>

4. UNIT:

5. I REQUEST MAST WITH: (The Commander with whom you desire to communicate)

5a. NAME OF COMMANDER (Rank, Full Name)	5b. COMMAND:
<input type="text"/>	<input type="text"/>

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

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.)

9a. FIRST COMMANDER IN CHAIN OF COMMAND:	Print Name <input type="text"/>	Rank <input type="text"/>	Billet <input type="text"/>	Command/Unit Name <input type="text"/>
--	------------------------------------	------------------------------	--------------------------------	---

Subject Matter Disclosed? Yes No Forward? Yes No Denied (if named in 5a.)? Yes No

Remarks: (Detail attempts to process or resolve)

Signature:	<input type="text"/>	Date:	<input type="text"/>
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9b. SECOND COMMANDER IN CHAIN OF COMMAND:	Print Name <input type="text"/>	Rank <input type="text"/>	Billet <input type="text"/>	Command/Unit Name <input type="text"/>
---	------------------------------------	------------------------------	--------------------------------	---

Subject Matter Disclosed? Yes No Forward? Yes No Denied (if named in 5a.)? Yes No

Remarks: (Detail attempts to process or resolve)

Signature:	<input type="text"/>	Date:	<input type="text"/>
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9c. THIRD COMMANDER IN CHAIN OF COMMAND:	Print Name <input type="text"/>	Rank <input type="text"/>	Billet <input type="text"/>	Command/Unit Name <input type="text"/>
--	------------------------------------	------------------------------	--------------------------------	---

Subject Matter Disclosed? Yes No Forward? Yes No Denied (if named in 5a.)? Yes No

Remarks: (Detail attempts to process or resolve)

Signature:	<input type="text"/>	Date:	<input type="text"/>
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9d. IMMEDIATE COMMANDING GENERAL :			
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Forwarded (if applicable) Yes No Denied? Yes No

Remarks: (Detail attempts to process or resolve)

Signature:	<input type="text"/>	Date:	<input type="text"/>
------------	----------------------	-------	----------------------

Signature:	<input type="text"/>	Date:	<input type="text"/>
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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

REQUEST MAST CLASS

Inspector General of the Marine Corps



Commander's Request Mast Program

Updated August 2019



Mast Overview

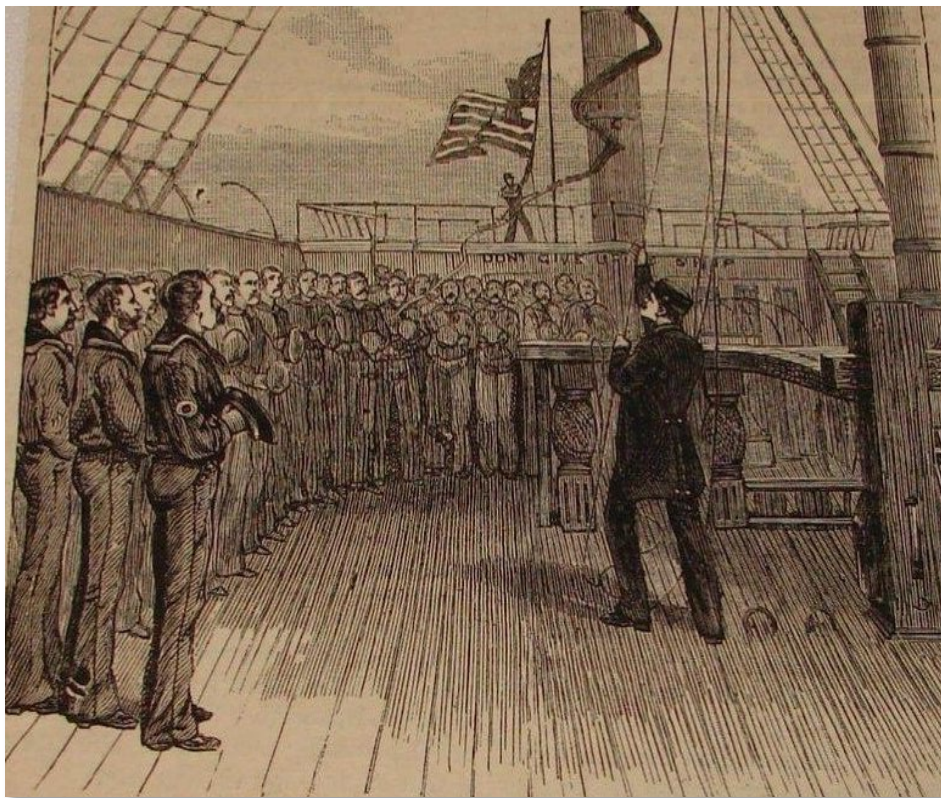


- History & purpose of Mast
- Policy for Requesting Mast
- Procedures for Requesting Mast
- Most common findings/failures



The History of Mast

- Naval tradition
- Commander's interaction with ship's crew
- Dispense punishment
- Present awards
- Accept grievances
- Ship's crew had guaranteed right to speak to their Commander
- Solutions were not assured





Purpose of Mast

- Convey grievances directly to the Commander
- Provides a personal audience with Commander*
- Expedite processing of urgent concerns
- Should employ the entire Chain of Command to assist
- Should not dismiss the “Chain of Concern”
- Should not replace established staff functions
- Should never supplant informal discourse

* Appearance with Commander should not present a conflict of interest or affect neutrality





Request Mast Policy

According to **Marine Corps Order 1700.23G**, it is **"the right of all Marines to directly seek assistance from, or communicate grievances to, their commanding officers."** A Marine has "the opportunity to communicate not only with his or her immediate commanding officer, but also with **commanders up to and including a Commanding General (CG) within the chain of command at the same base or immediate geographical location."**

- **MCO 1700.23G**
- **NAVMC 11296 (form)**
- **Are there better avenues of redress?**
- **Not appropriate for Mast:**
 - **Nuisance requests**
 - **Matters dealing w/ UCMJ or ADSEP**
 - **Contemplated, pending, in progress, or final**
 - **Administrative Actions**
 - **Performance Evaluation**





The Chain of Command



- **Only Officers with NJP Authority** *may be I&I, OIC, or Acting*
- **Up to First General Officer** *or designated O-6 with GCMCA*
- **Marine should forward Mast via the chain of command**
- **All Commanders must offer to resolve grievances.** *Marine is not required to accept*
- **Petitioner may withdraw request or accept resolution at any level**
- **To be opened by CG's only** *must be explained in writing usually facilitated by CIGs*
- **Denials by designated Commander** *submit denial reports via Chain to CG In-person explanations not required*



Request Mast Procedure

- **NAVMC 11296 (5-19)**
 - Filled out, signed, & dated
- **Role of the Applicant**
 - Be a truthful provider of facts
 - Forward via the chain of command
- **Role of the “Chain of Concern”**
 - Expedite request
 - **Do not stop Mast and try to resolve it**
- **Role of the Chain of Command**
 - Expedite audience with the Commander
 - Try to resolve at the lowest level of command
 - Explain disposition, delays, and denials
 - Forward-up if required
 - Report to CG any denials within five working days
 - If there is a denial, it must be explained to the Applicant
 - Personal explanations not required (especially if a conflict of interest exists; consult with SJA)



Request Mast Procedure

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: _____	

Personal, contact, and biographical data.

What Commander is requested?

What is the problem?

What is the desired "solution"?

Legal affidavit must be signed and dated. "Starts the Clock"



Request Mast Procedure

PART II: COMMANDERS' ENGAGEMENT: COMPLETED BY COMMANDER WITHIN THE CHAIN OF COMMAND

9. REQUEST MAST: (While disclosure of the grievance/problem is strictly voluntary, every Commander in the chain of command must provide an opportunity for the Applicant a personal audience. Commanders must acknowledge their engagement below. Only the Commander ultimately responsible for the disposition and closure will complete block 10.)

9a. FIRST COMMANDER IN CHAIN OF COMMAND:	Print Name	Rank	Billet	Unit Name
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Subject Matter Disclosed? Yes No Forward? Yes No Denied (if named in 5a.)? Yes No

Remarks: (Detail attempts to process or resolve)

- Commander should document any attempt to resolve grievance or engagement with applicant as well as amplify answers to above questions.
- The date and time the commander and SNM met should be documented.

Signature:	<input type="text"/>	Date:	<input type="text"/>
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Each Commander's data.

Answer

Commander must be signed and dated.

- Commanders NOT taking final disposition shall complete part II.
- If Marine accepts a subordinate commander from the commander in block 5a, accepted commander can skip Part II and go to Part III.



Request Mast Procedure

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.)

To uphold faith in the system, we get the Marine quickly before their Commander.

Actually resolving the issue correctly may take time, and must be tracked.

Final disposition; issue may not be resolved immediately

Final Commander to engage with Applicant. Sign & date, stops the clock

Signature:



Request Mast Procedure

Applicant selects one acknowledgement.

ACKNOWLEDGEMENT OF FINAL DISPOSITION

11. Applicants must select one acknowledgement 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
<input type="text"/>	<input type="text"/>	<input type="text"/>

Applicant and witness sign and date.

If a subordinate commander, to the commander in block 5a, is accepted by the Marine and resolves the issue that subordinate commander is acknowledged in Part III and the Request for Mast is NOT forwarded any higher. ONLY Commanders can be acknowledged in Part III.



Request Mast Procedure

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.		
<input checked="" type="checkbox"/> 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.		
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<input type="checkbox"/> 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.		
<input type="checkbox"/> Request Denied: I understand my Request Mast was denied by the Commander I specifically named in block 5a.		
<input type="checkbox"/> Request Withdrawn: Without any intimidation, coercion, or fear of retaliation, I voluntarily withdraw my Request Mast.		
Applicant Signature:	<input type="text"/>	Date: <input type="text"/>
Witness Signature:	<input type="text"/>	Date: <input type="text"/>
Print Name (Witness)	Rank	Command/Unit Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Used when a Marine sees and discloses to a subordinate commander and accepts and understands the disposition.



Request Mast Procedure

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Applicant Signature:	<input type="text"/>	Date: <input type="text"/>
Witness Signature:	<input type="text"/>	Date: <input type="text"/>
Print Name (Witness)	Rank	Command/Unit Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Used when the Marine has seen the Commander designated in 8a and understands the disposition of the complaint.



Request Mast Procedure

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Witness Signature:	<input type="text"/>	Date: <input type="text"/>
Print Name (Witness)	Rank	Command/Unit Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Commanders should make every attempt to hear the Marine's presentation of matters before making a decision to deny a request mast. The commander shall explain to the Marine why the request mast is denied and if appropriate, what procedure must be followed to resolve the issue.



Request Mast Procedure

PART IV: APPLICANT'S ACKNOWLEDGEMENT OF FINAL DISPOSITION		
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Applicant Signature:	<input type="text"/>	Date: <input type="text"/>
Witness Signature:	<input type="text"/>	Date: <input type="text"/>
Print Name (Witness)	Rank	Command/Unit Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Used when the Marine wishes to withdraw the Request Mast of without persuasion. It is a best practice to understand why the Marine is withdrawing the Mast.



Legal Requirements

Commanders Must:

- Hold accountable anyone who interferes with the Request Mast process.
- Ensure no adverse or prejudicial action is taken against a Marine as a result of exercising the right to request mast.





Request Mast Follow-Up

Commanders Request Mast Tracker and Follow-Up Procedures

Date of Affidavit	Applicant's Rank & Name	Cmdr in Block 5a	Date of Appearance with CO	Date Forwarded (if required)	Date of Final Disposition	Follow up Date	Remarks

Commanders must establish and monitor follow-up procedures to ensure each Request Mast issue is resolved in a timely manner and no adverse or prejudicial action to the interests of the Marine, and disposition from the Marine's Request Mast executed.



Most Common Discrepancies in Request Mast Programs

- Unit orders can NO longer be Initiating Directives; instead, if the unit wants an order the subject can be Program or Policies.
- Providing details of any actions or attempts to resolve the grievance/problem in block 10 of NAVMC 11286.
 - “On this date, discussed final disposition with SNM.”
- Lack of tracking system for follow up
 - Use a tracker; print out contact e-mails and keep them on file
- Lack of evidence of any command training
 - Keep class rosters and class materials on file
- Failure to retain Request Mast applications on file. Currently maintain (3) full CYs IAW Records Schedule 1000-34.
- Failure to keep Request Mast files in a protected/locked file that only select individuals have access



Questions

