



UNITED STATES MARINE CORPS

MARINE MEDIUM TILTROTOR SQUADRON 262
MARINE AIRCRAFT GROUP 36
1ST MARINE AIRCRAFT WING
UNIT 37238
FPO AP 96603-7238

SqdnO 1700.2W
CO

SQUADRON ORDER 1700.2W

From: Commanding Officer, Marine Medium Tiltrotor Squadron 262

To: Distribution List

Subj: REQUEST MAST

Ref: (a) U.S. Navy Regulations

(b) MCO 1700.23G

(c) WgO 1700.5C

(d) GruO 1700.23A

Encl: (1) Command Specific Elements for Request Mast

(2) NAVMC 11296

1. Situation. Under Marine Corps policy, every Marine and Sailor is authorized to directly communicate their grievances to or seek assistance from their chain of command, either in person, or in writing. The Commander is then required to carefully consider the matter and personally respond to the service member who submitted the Request Mast. The Request Mast process provides each service member with the ability to communicate not only with his or her immediate Commanding Officer, but also with any superior commander in the chain of command up to and including his or her Commanding General. In turn, the Request Mast process provides the Commanding Officer of a given unit the ability to determine the state of welfare and morale in his or her command. To be effective, the Request Mast process must be submitted by those in positions of authority at all echelons of command.

2. Cancellation. SqdnO 1700.2V.

3. Mission. To preserve the right of every Marine and Sailor to communicate grievances or seek assistance by promulgating a Request Mast policy and establishing Request Mast procedures.

4. Execution

a. Commander's Intent. This Order will be utilized by all Marine Medium Tiltrotor Squadron 262 (VMM-262) personnel for the purposes of exercising Request Mast. This Order will be published to ensure all members of this command understand their rights and authority under the provisions of the references. All personnel will be informed of its content as part of the new join brief and it will be incorporated into the annual training plan.

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

b. Concept of Operations. Request Mast applications will be submitted in writing utilizing NAVMC form 11296 via tile chain of command to the Commander with whom the Request Mast is desired.

c. Coordinating Instructions

(1) Request Mast is the principle means for a Marine or Sailor to formally communicate a grievance to, or seek assistance from, his or her immediate Commanding Officer.

(2) An individual applying for Request Mast may do so in good faith without fear of reprisal or prejudice to his or her interests.

(3) Request Mast should not be used for the purpose of harassment, avoiding duty, or intentionally interfering with a Commanding Officer's ability to carry out the functions and mission of his or her command.

(4) A Commander may deny a Request Mast application if there is another specific avenue of redress available. The Commander shall carefully examine each Request Mast to determine if other peripheral issues should be addressed. As such, it is recommended that the Commander make every effort to personally hear the individual's complaint or grievance before denying a given request. In denying a Request Mast, the Commander must explain to the individual why the application was denied, and if appropriate, what procedures must be taken to resolve the issue favorably. The authority to deny a Request Mast includes the authority to refuse to further process the application. However, when a Commander denies a Request Mast application through this authority, he or she shall, within a reasonable time, forward a report of such action and the basis for the rejection to the immediate Commanding General in the chain of command. The following are some examples to which other avenues of redress apply:

(a) The Uniform Code of Military Justice (UCMJ) provides for the protection of the rights of a service member at every stage of the disciplinary action process, from the initial investigation, to the final review or appeal. Therefore, a Commander may deny a Request Mast application that has as its subject any disciplinary action, whether contemplated, pending in progress, or final. The Request Mast process is not to be used as a means to attack the proceedings, punishment, findings, or sentence, resulting from disciplinary actions taken under the UCMJ.

(b) A Commander may deny a Request Mast application if the subject is related to an ongoing Article 138 investigation. In such cases, the Staff Judge Advocate must be consulted before action is taken regarding the Request Mast application.

(c) A Commander may deny a Request Mast application stemming from involuntary administration separations proceedings, whether contemplated, pending, in progress, or final.

(5) If practical, the immediate chain of command should be afforded an opportunity to resolve the issue which the service member wishes to address to the Commanding Officer.

(6) An individual is not required to disclose the nature or subject of his or her Request Mast application to anyone in the chain of command except the Commander with whom he or she is requesting Mast.

(7) Request Mast is the preferred method for an individual to submit an Equal Opportunity formal complaint of discrimination.

(8) Any interference with an individual's right to Request Mast, or any attempt of reprisal against an individual who has Requested Mast is prohibited. No person may prevent or attempt to prevent a service member from initiating, writing, or forwarding, a Request Mast application to their chain of command. Any violation of this Order in attempt to interfere with an individual's right to Request Mast will result in administrative or judicial action under Article 92, UCMJ.

(9) Enclosure (2), NAVMC 11296, is the Request Mast application.

(10) Individual's Responsibilities

(a) The individual is required to complete blocks one through nine of NAVMC 11296 and include a detailed statement as to the nature of the problem. The application may be typed or handwritten. For enlisted personnel, assistance is available through the Squadron Sergeant Major. For officers, assistance in completing the application is available through the Squadron Executive Officer. The application must include a statement by the individual summarizing actions taken by each Commander in the chain of command with whom the individual has communicated his or her grievance.

(b) The Commander in the chain of command with whom the applicant wishes to discuss a Request Mast application must specifically be annotated on the application.

(c) The individual is also required to attach a list of witnesses (if any) with a summary of the expected testimony and all supporting documents to the application. He or she should then submit the entire application to the first person in his or her chain of command.

(d) The individual applicant must make a handwritten statement on the application indicating that he or she has had the opportunity to communicate directly with the Commander and was informed of actions to be taken to resolve his or her Request Mast issue.

(e) In the event that a Request Mast application addressed to a higher Commander is resolved at a lower level, the individual must make a handwritten statement on the Request Mast application indicating that he or she is satisfied with the actions taken at the lower level, and has chosen to voluntarily withdraw the Request Mast. The statement will be signed by the individual and a witness.

(f) If the service member does not reveal the subject of the Request Mast to the Commanding Officer, the reason must be explained. This statement must be delivered with the application for Request Mast application.

(11) Officers-In-Charge and Staff Noncommissioned Officers' Responsibilities

(a) Ensure that all personnel are familiar with this directive and the associated command specific elements contained in enclosure (1).

(b) Facilitate the scheduling of meetings between Marines and Sailors and the Commander in order to execute their right to Request Mast.

5. Administration and Logistics

a. XO/Adjutant/SgtMaj shall:

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

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

(3) Facilitate the process of Request Mast applications addressed to the commanding general for consideration.

b. OIC's/SNCOIC's shall:

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

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

6. Command and Signal

a. Command. This Order is applicable to all uniformed members of this unit/command.

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

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DISTRIBUTION: A

VMM-262 COMMAND SPECIFIC ELEMENTS PERTAINING TO REQUEST MAST

1. Marine Medium Tiltrotor Squadron 262 points of contact to initiate a Request Mast application:
 - a. Enlisted: Squadron Sergeant Major/Sergeant Major Shonor D. Burton, Hangar 525, DSN 636-2171.
 - b. Officer: Squadron Executive Officer/Hangar 525, Major Gene Ziemba, DSN 636-2979.
2. Request Mast chain of command for VMM-262 is:
 - a. Immediate Commander: VMM-262 Commanding Officer, Lieutenant Colonel Trong M. Do, Hanger 525, DSN 636-3014.
 - b. Next Commander: Marine Aircraft Group 36 Commanding Officer, Colonel Christopher Murray, Building 101, DSN 636-2180.
 - c. Immediate Commanding General: 1st Marine Aircraft Wing, Commanding General, Major General, Brian W. Cavanaugh, Bldg 1, Camp Foster, DSN 645-9029.
 - d. This Request Mast chain of command is applicable to all uniformed members of VMM- 262.
3. The Command Inspector General (CIG) for 1st MAW: Bldg 1, Camp Foster, DSN 645-3010/2055.
4. In order to facilitate resolution, maintain transparency, and solicit appropriate recommendations, all VMM-262 Request Mast applications should be routed through the applicable Section Chief (enlisted Marine/Sailor only), Department Head (or their equivalent) prior to submission to the Commanding Officer, unless the individual requesting mast expressly desires that the Request Mast application not be routed through their respective section leadership.
5. In all cases of Request Mast, any interference with a Marine/Sailor's right to Request Mast, or any attempt of reprisal against a service member who has requested mast is prohibited.

Enclosure (1)