



UNITED STATES MARINE CORPS
MARINE AIR SUPPORT SQUADRON 2
MARINE AIR CONTROL GROUP 18
1ST MARINE AIRCRAFT WING
UNIT 37211
FPO AP 96372-7211

1700.11K
CO
15 Sep 20

SQUADRON ORDER 1700.11K

From: Commanding Officer, Marine Air Support Squadron 2
To: Distribution List

Subj: MARINE AIR SUPPORT SQUADRON 2 (MASS-2) POLICY FOR THE
REQUEST MAST PROGRAM

Ref: (a) U.S. Navy Regulations
(b) Marine Corps Manual
(c) MCO 1700.23G
(d) WgO 1700.5C w/ Ch 1
(e) GruO 1700.1W

Encl: (1) NAVMC 11296 (Rev. 05-19)
(2) Request Mast Follow-Up Form

1. Situation. Under the 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 he or she also has the right to forward an application for request mast to the highest General Officer in the Marine's chain of command. 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. Per reference (c), this order represents the Initiating Directive for the Commander's Request Mast Program.

2. Cancellation. SqdnO 1700.11J

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

4. Execution

a. Commander's Intent. This order is utilized by all members of this command for the purpose of exercising Request Mast with the Commanding Officer/Commanding General. 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.

b. Concept of Operations. All members of this command, to include those serving as Unit Deployment Program, exercising their right to Request Mast will be submitted in writing utilizing NAVMC 11296 form through their chain of command to the Commander with whom the Request Mast is desired.

(1) The Request Mast chain of command for MASS-2 is:

(a) Immediate Commander: Commanding Officer, MASS-2, Building 685, MCAS Futenma, 636-3079.

(c) Higher Headquarters Commander: Commanding Officer, MACG-18, Building 562, MCAS Futenma, 636-3017.

(d) Major Subordinate Command Commanding General: Commanding General, 1st Marine Aircraft Wing, Building 1, Camp Foster, 645-3744 (via Wing Inspector, 645-2055).

(2) The Command Inspector General for MASS-2 is:

(a) Wing Inspector, Building 1, Camp Foster, 645-2055.

(b) A Command Inspector may review and make appropriate recommendations pertaining to Request Mast to the Commanding General; however, neither may respond to, nor deny, a Request Mast on behalf of the Commanding General.

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 the 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 the Commander denies a Request Mast application through this authority, he or she shall, within 5 working days, forward a report of denial 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 state 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 separation 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 alternate method for an individual to submit an Equal Opportunity (EO) formal complaint of discrimination. The Prohibited Activities and Conduct Prevention and Response Order, MCO 5354.1E, is the primary means that describe procedures 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 activities.

(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) Each intermediate commander is afforded the opportunity to resolve the Marine's request mast, but must do so without intimidation and should be no more than one working day delay at any level of command.

(10) Individual Responsibilities

(a) Marine or Sailor will fill-out enclosure (2), NAVMC 11296.

(b) Marine or Sailor will be required to complete blocks one through nine NAVMC 11296 and include a detailed statement as to the nature of the problem. The application may be typed or handwritten. For enlisted personnel, Marines are welcome and encouraged to seek assistance from is Squadron Sergeant Major who can help the Marine fill-out the form. For officers, assistance in completing the application is available through the Squadron Executive Officer. Understand that the chain of command (intermediate Commander) is given an opportunity to speak with the requestor, and that each Commander is responsible for adding, or including, a statement summarizing the discussion and actions that the Commander communicated with the Marine or Sailor.

(c) Understand that the Commander in the chain of command with whom the application wishes to discuss a Request Mast application must specifically annotate on the application.

(d) Understand that the Marine requesting mast do 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 to. Any Marine that do not disclose the subject in the Request Mast to the Commanding General have the option to do so confidentially and will be responsible for providing an explanatory statement as to why the subject was not revealed. The Marine will place the NAVMC 11296 inside a sealed envelope marked, "to be opened by the Commanding General only".

(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 NAVMC 11296 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. This statement will be signed by the individual and a witness.

(f) Understand that, in accordance with reference (c), Marines have the right to Request Mast to any commander in the chain of command down to the lowest administrative level with NJP authority (Company Commander).

5. Administration and Logistics

a. XO/Adjutant/SgtMaj shall:

- (1) Provide administrative assistance as described in this order and enclosures.
- (2) Ensure that this directive is posted on Squadron Sharepoint site and is readily available to all personnel.
- (3) Facilitate the process of request mast applications addressed to the MACG-18 Commanding Officer or the Commanding General for consideration.
- (4) Retain records of Request mast for a period of 24 months after the request mast is resolved.
- (5) Use enclosure (2) to follow-up with the Marine or Sailor after the request mast is resolved, per reference (d).
- (6) The Squadron Sergeant Major will maintain only the Request Mast records in which the Squadron Commanding Officer has resolved. Records will be maintained for current and previous year.

b. Officer-In-Charge and Staff Noncommissioned Officer's shall:

- (1) Ensure that all personnel are familiar with this directive.
- (2) Do not interfere with, prevent, delay, or retaliate against a Marine who desires to Request Mast.
- (3) Promote and facilitate the availability and accessibility with the Sergeant Major or Executive Officer (XO) to help the Marine properly fill out NAVMC 11296.

6. Command and Signal

a. Command

- (1) This order is applicable to all uniformed members of this command.

(2) MASS-2 points of contact to initiate a Request Mast application:

(a) Enlisted: Squadron Sergeant Major, Bldg 685, 636-3564. (Squadron Sergeant Major immediately advises the Group Sergeant Major of any pending Request Mast).

(b) Officer: Squadron Executive Officer, Bldg 685, 636-3249. (Squadron Executive Officer immediately advises the Group Executive Officer of any pending Request Mast).

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

A handwritten signature in black ink, appearing to read 'J.M. Sanders', with a long horizontal flourish extending to the right.

J. M. SANDERS

MARINE CORPS REQUEST MAST APPLICATION NAVMC 11296 (Rev. 6-97) SN: 0000-00-888-0350 U/I: EA		
PRIVACY ACT STATEMENT		
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 date 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.	
PART I: TO BE COMPLETED BY THE APPLICANT		
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)		

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