



UNITED STATES MARINE CORPS
MARINE MEDIUM TILTROTOR SQUADRON 363
MARINE AIRCRAFT GROUP 24
BOX 63059
MCBH KANEHOE BAY HAWAII 96863-3059

IN REPLY REFER TO
1700
CO
9 Jan 19

SQUADRON ORDER 1700

From: Commanding Officer, Marine Medium Tiltrotor Squadron 363
To: Distribution List

Subj: REQUEST MAST PROCEDURES

Ref: (a) MCO 1700.23F
(b) U.S. Navy Regulations
(c) Marine Corps Manual
(d) GruO 1700.23

Encl: (1) NAVMC 11296 (Rev 6-97)
(2) Sample Request Mast Log
(3) Command Specific Elements for Request Mast

1. Situation. This Order represents the initiating Directive for the Commandant's Request Mast Program.
2. Mission. Reference (a) is the sole Marine Corps Order governing Request Mast procedures. This order and reference (a) 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 reference (b), (Art.(s) 0820c and 1151.1) and reference (c), (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.

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

This order is to be utilized by all members of this command 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

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

(b) Coordinating Instructions. All members of this unit/command exercising Request Mast shall do so utilizing the references, which describes the process and procedural aspects of Request Mast and the enclosure, which describes the command's specific elements.

4. Administration and Logistics

a. Executive Officer/Adjutant/Sergeant Major shall:

- (1) Provide administrative assistance as delineated in the enclosure.
- (2) Ensure that this directive is posted on all Information Boards and readily available to all personnel.

(3) Facilitate the process of Request Mast applications addressed to the Commanding General for consideration.

b. Officer in charge/Staff Non-Commissioned Officer in charge shall:

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

(2) Facilitate affording the Marines the opportunity to meet with the commander in order to execute their right of the Request Mast.

5. Command and Signal

a. Command. This order is applicable to all uniformed members in this command.

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



B. N. CLIFTON

DISTRIBUTION: A

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 data source for complaint/problem information and resolution efforts.

Disclosure: Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an inaccurate/incomplete analysis of the complaint/problem.

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

COMMAND SPECIFIC ELEMENTS OF REQUEST MAST

1. VMM-363 points of contact to initiate a Request Mast application are:

a. Enlisted: Squadron Sergeant Major, SgtMaj Phillip J. Anderson located in building 6886 room 206 (MCBH) and the phone number is (808) 257-3986 or DSN: 457-3986.

b. Officer: Squadron Executive Officer, Maj Robert A. Monroe located in building 6886 room 204 (MCBH) and the phone number is (808) 257-3984 or DSN: 457-3984.

2. Issues should be resolved at the lowest level possible within the chain of command. The Request Mast chain of command for VMM-363 is:

a. Commanding Officer, VMM-363, LtCol Brian N. Clifton located in building 6886 room 205 (MCBH) and the phone number is (808) 257-3985 or DSN: 457-3985.

b. Commanding Officer, Marine Aircraft Group 24, located at building 301, Marine Corps Base Hawaii (MCBH) and the phone number is (808) 257-7373 or DSN: 457-1373.

c. Immediate Commanding General: Commanding General, First Marine Aircraft Wing, located in building I aboard Camp Foster, Okinawa, Japan and the phone number is DSN: 645-9027 (via Wing Inspector, DSN: 645-3010).

3. The command inspector general (CIG) for this unit is:

Headquarters, Inspector, First Marine Aircraft Wing, located in building I, aboard Camp Foster, Okinawa, Japan and the phone number is DSN: 645-2055.

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

5. The following are additional instructions for submitting a Request Mast:

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

b. Request Mast will be conducted at the earliest reasonable time (in general, no more than one working day delay at any level of command).

c. Commanders will hear emergency cases as soon as initially submitted. Things for the commander to consider if it is an emergency:

1. Marine is subject to ongoing hardship (e.g., delay in receiving pay).

2. The severity of hardship, if any.

3. If the issue will remain unresolved upon a certain date, time, or expected event in the immediate future (e.g., request for leave to attend a relative's funeral being denied).

ENCLOSURE (3)

d. In cases where the Request Mast is not heard immediately, i.e., non-emergency cases presented at the end of the day/work week that can be reasonably dealt with on the following work day, the reason for the delay shall be explained to the Marine requesting mast and acknowledged in writing by both the commanding officer and the Marine on the NAVMC form 11296.

e. Commanders shall make every effort to provide Marines an opportunity to Request Mast in person. If a personal appearance, to include telephonic, is not practical the commander shall:

1. Respond in writing to the Request Mast.

2. Provide an explanation of why a personal appearance was not practical and annotate such on the NAVMC form 11296.

f. Commanders with whom a Marine has requested mast will forward to the next higher commander if beyond the commander's authority to resolve.

g. Request Mast records are kept on file until two years after the final action of the Request Mast has been taken.

h. Records of Request mast will be kept in a safe and separated from any other files so that the privacy of that Marine cannot be obtained by any unauthorized personnel.

DENYING A REQUEST MAST

6. The commanding officer may deny a request mast if:

a. Used as a means of collateral attack against the proceedings, punishment, or findings and sentence resulting from disciplinary action brought under the UCMJ.

b. Used for the purpose of harassment, avoiding assigned duties (such as field day), or intentionally interfering with the commander's ability to carry out the functions and mission of the command.

c. If there is another specific avenue of redress available to the Marine.