



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS WEST-MARINE CORPS BASE
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CAMP PENDLETON, CALIFORNIA 92055-5010

MCIWESTO-MCB
CAMPENO 1700.2A
INSP
0 4 MAR 2015

MCIWEST-MCB CAMPEN ORDER 1700.2A

From: Commanding General
To: Distribution List

Subj: INITIATING DIRECTIVE FOR REQUEST MAST

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

Encl: (1) Command Specific Elements Pertaining to Request Mast

1. Situation. United States Navy Regulations (Articles 0820c and 1151.1) and the Marine Corps Manual (paragraph 2805) establish the Request Mast process. Request Mast includes the servicemember's right to communicate with the Commander (normally in person) and the requirement that the Commander considers the matter and personally respond to the individual Requesting Mast. The references provide the authority for the Request Mast Program. This Order provides amplifying guidance to the references and serves as the initiating directive for Request Mast as required by reference (a).

2. Cancellation. MCIWEST-MCB CAMPENO 1700.2.

3. Mission. To preserve the right of servicemembers of this Command to directly communicate grievances to, or seek assistance from their Commanding Officers through the Request Mast process.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. This Order amplifies the guidance provided within the references and guides the Request Mast process across Marine Corps Installations West-Marine Corps Base, Camp Pendleton (MCIWEST-MCB CAMPEN). Servicemembers who, in good faith, wish to appear before the Commander will do so without fear of reprisal or prejudice to their interests.

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

(2) Concept of Operations

(a) Purpose. The purpose of Request Mast is to address the applicant's grievance or issue and should not focus on meeting with a particular individual within the chain of command.

(b) Chain of Command. The Request Mast process does not negate the chain of command. Individuals will submit Request Mast applications through the chain of command outlined in the enclosure. Applicants will meet with each Commander subordinate to that listed in block 8a of the NAVMC 11296 unless an intermediate Commander resolves the issue.

(c) Subordinate Leader Action. Once a Marine or Sailor expresses a desire to Request Mast, leaders at all levels should direct their efforts to getting the Marine in front of the Commander. Attempts to suppress a Request Mast by any Marine are inappropriate and may result in administrative or judicial action under Uniform Code of Military Justice Article 92.

(d) Commander's Action

1. Requirements. Commanders will meet with the individual Requesting Mast and attempt to resolve the issue. Commanders will complete Part II of the NAVMC 11296 after meeting with the applicant. The applicant will complete Part III of the NAVMC 11296 thereafter.

2. Objective. Commanders should focus on the subject of the Request Mast and not necessarily on the requested remedy/outcome. The Request Mast should address the subject and attempt to solve the problem rather than reach an arbitrary level of satisfaction with the applicant.

(e) Request Mast to the Commanding General (CG). Individuals have the right to Request Mast to their immediate CG as detailed in chapter 4 of reference (a). Individuals may submit an open Request Mast or sealed Request Mast to the CG via the chain of command. The Command Inspector General receives all Request Mast packages forwarded to the CG and subsequently opens/prepares the packages for the CG's consideration. O-6 Commanders will forward Request Mast packages addressed to the CG through the Command Inspector General after attempting to resolve the issue in accordance with (IAW) this Order.

1. Open Request Mast. The CG will only consider Request Mast applications after attempted resolution by each level of the chain of command.

2. Sealed Request Mast

a. Missed Opportunities for Resolution. A sealed Request Mast addressed to the CG may be appropriate in some circumstances. However, the desire to meet with the CG often blinds applicants from the true focus of the process, resolution of the grievance. Individuals must acknowledge that a sealed Request Mast precludes the opportunity for subordinate Commanders to address the problem. Further, individuals must consider the possibility that the CG could deny the Request Mast, thereby negating any action since the applicant elected to exclude subordinate Commanders from the solution.

b. Sealed Envelope. Place the complaint in a sealed manila envelope labeled "To be opened by the CG only" as outlined in paragraph 4.2 of reference (a).

c. Explanatory Statement. Include an explanatory statement within the sealed envelope detailing why you chose not to reveal the subject to intermediate Commanders for action and resolution as specified in paragraph 4.3 of reference (a).

d. NAVMC 11296. Place a completed Part I of NAVMC 11296 with the date submitted to the first level in the chain of command on the outside of the sealed envelope. Annotate "Nature of Complaint is detailed within the sealed envelope" in Block 8b of the NAVMC 11296.

e. Subordinate Commander Action. Individuals will meet with each Commander in the chain of command. In the case of a sealed Request Mast, individuals are not required to reveal the subject with subordinate commanders; however, they are encouraged to do so as the goal of the Request Mast is to address the grievance. Regardless, Commanders at each level of the chain of command will offer to address/resolve issues with the applicant. Complete Parts I, II and III of the NAVMC 11296 as outlined in paragraph 5.b below.

b. Coordinating Instructions

(1) Individuals are encouraged to attempt to solve grievances with a Commander at the lowest level in their chain of command.

(2) Individuals and Commands are encouraged to address questions regarding the Request Mast process with the Command Inspector General.

(3) Denial. A Commander may deny a Request Mast application if there is another specific avenue of redress as outlined in Chapter 2, paragraph 4 of reference (a). Commanders will review this paragraph and exercise the authority where appropriate. The Commander will explain the reason for denial or refusal to further process the Request Mast to the applicant. Commanders will notify the CG of the basis for denial of the Request Mast via the chain of command as outlined in Chapter 2, paragraph 5 of reference (a).

(4) Time at each level. Chapter 3, paragraph 4 of reference (a) states "In general, there should be no more than one working day delay at any level of command. Explanations for delay must be provided to the Marine and forwarded via the chain of command."

(5) MCIWEST-MCB CAMPEN Command Inspector General Tasks

(a) Process Request Mast applications addressed to the CG.

(b) Review and inspect the Request Mast Programs of subordinate commands as part of the CG's Inspection Program.

(c) Publish an MCIWEST-MCB CAMPEN Bulletin outlining the time and place for Request Mast with the Command Inspector General of the Marine Corps IAW Appendix A of reference (a) during Command Inspector General of the Marine Corps assessments.

(d) Establish and monitor follow-up procedures to ensure each Request Mast issue is resolved in a timely manner and no action, adverse or prejudicial to the interest of any Marine or Sailor's result from the Marine or Sailor's exercise of the right to Request Mast.

(6) Commands will post this Order on all troop information boards and make readily available to all personnel.

(7) Leaders will ensure personnel are familiar with this Order and associated command specific elements.

5. Administration and Logistics

a. Request Mast Package includes

(1) NAVMC 11296, Part I completed by the applicant. Individuals may annotate "See Attached" in block 8b of the NAVMC 11296, and add a standard naval letter addendum to outline the nature of the complaint/problem. Paragraph 4.a(2)(e) outlines CG eyes only Request Mast packages.

(2) NAVMC 11296, Parts II and III from each Commander/applicant in the chain of command.

b. NAVMC 11296 Completion

(1) The applicant will complete Part I of the NAVMC 11296. Ensure that block 7 reflects the date submitted to the chain of command.

(2) Each Commander will add an additional NAVMC 11296 (page 2) to the Request Mast package and outline their understanding of the Request Mast and the action taken to resolve the issue in Part II.

(3) Commanders will place a short statement such as "SNM elected not to reveal the subject of the Request Mast" if the applicant elects not to reveal the subject of the Request Mast.

(4) The applicant and a witness will complete Part III of the NAVMC 11296 following action by the Commander.

(5) Unless resolved, forward the Request Mast package to the next Commander in the chain of command for action.

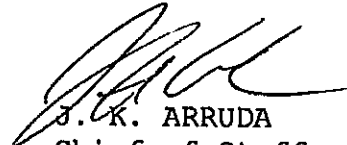
(6) The Command Inspector General receives all Request Mast packages addressed to the CG via unit courier, scan/email or express delivery as appropriate after action by the Commander in the chain of command.

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6. Command and Signal

a. Command. This Order is applicable to all commands, organizations, and units under the command of MCIWEST-MCB CAMPEN.

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



J. K. ARRUDA
Chief of Staff

DISTRIBUTION: A-3
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C

Command Specific Elements Pertaining to Request Mast

1. Command points of contact to initiate a Request Mast application:

a. Enlisted: Unit First Sergeants and Sergeants Major will assist enlisted personnel with preparation of the Request Mast application.

b. Officer: Unit Executive Officers will assist officers with preparation of the Request Mast application.

c. All Hands: MCIWEST-MCB CAMPEN Command Inspector General provides guidance and assistance to individuals as well as commands. Location: Building 13131, Suite 203/205. Phone: 760-763-0426.

2. Request Mast chain of command for this Command is:

- a. Headquarters and Support Battalion (HQSPtBN)
 - (1) Company Commander
 - (2) HQSPtBN Commanding Officer (CO)
 - (3) MCIWEST-MCB CAMPEN Commanding General (CG)
- b. Security Battalion (SctyBn)
 - (1) Company Commander
 - (2) SctyBn CO
 - (3) MCIWEST-MCB CAMPEN CG
- c. Marine Corps Air Station Camp Pendleton (MCAS CampPen)
 - (1) Headquarters and Headquarters Squadron Commander
 - (2) MCAS CampPen CO
 - (3) MCIWEST-MCB CAMPEN CG
- d. Marine Corps Air Station Miramar (MCAS Miramar)
 - (1) Headquarters and Headquarters Squadron Commander
 - (2) MCAS Miramar CO
 - (3) MCIWEST-MCB CAMPEN CG
- e. Marine Corps Air Station Yuma (MCAS Yuma)
 - (1) Headquarters and Headquarters Squadron Commander
 - (2) MCAS Yuma CO
 - (3) MCIWEST-MCB CAMPEN CG

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- f. Marine Corps Logistics Base Barstow (MCLB Barstow)
- (1) Headquarters Company Commander
 - (2) MCLB Barstow CO
 - (3) MCIWEST-MCB CAMPEN CG

3. The Command Inspector General for these commands is:
MCIWEST-MCB CAMPEN Command Inspector General. Location:
Building 13131, Suite 203/205. Phone: 760-763-0426/0138.

4. Route all Request Mast packages for the MCIWEST-MCB CAMPEN CG through the chain of command to the Command Inspector General. The MCIWEST-MCB CAMPEN Chief of Staff will accept Request Mast packages if the Command Inspector General or Inspector General staff is not available.