



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS WEST-MARINE CORPS BASE
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MCIWEST-MCB
CAMPENO 5370.1C
CIG
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MCIWEST-MCB CAMPEN ORDER 5370.1C

From: Commanding General
To: Distribution List

Subj: MARINE CORPS INSTALLATIONS WEST-MARINE CORPS BASE,
CAMP PENDLETON HOTLINE PROGRAM

Ref: (a) MCO 5430.1, Marine Corps Inspector General Program
(b) Marine Corps Inspector General Program
Investigations Guide
(c) Inspector General of the Marine Corps Case Action
Manager (IGCAM) User Guide
(d) SECNAVINST 5370.5, DON Hotline Program
(e) MCO 5370.8, Marine Corps Hotline Program
(f) DoDD 7050.06, Military Whistleblower Protection
(g) SECNAVINST 5370.7, Military Whistleblower Protection
(h) DoDD 5505.06, Investigation of Allegations Against
Senior DoD Officials
(i) SECNAVINST 5800.12, Investigation of Allegations Made
Against Senior Officials of the Department of the
Navy
(j) 18 U.S.C., Chapter 47, Fraud and False Statements,
Title 18
(k) DoDD 5500.07, Standards of Conduct
(l) 18 U.S.C. § 1001, Statements or Entries Generally
(m) SECNAV M-5210.1, Department of the Navy Records
Management Program
(n) 5 U.S.C. § 552, Public Information; Agency Rules,
Opinions, Orders, Records, and Proceedings
(o) 5 U.S.C. § 552a, Records Maintained on Individuals

Encl: (1) Common Fraud, Waste, Abuse, and Mismanagement
Definitions
(2) Procedures for Submitting Fraud, Waste, Abuse, and
Mismanagement Hotline Complaints

Reports Required: I. Hotline Completion Report (Reports
Control Symbol EXEMPT), par. 4.b.(4)

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

1. Situation. To implement new policies, provisions, and provide guidance contained in references (a) through (o), by establishment of the Marine Corps Installations West-Marine Corps Base, Camp Pendleton (MCIWEST-MCB CAMPEN) Hotline Program.

2. Cancellation. MCIWEST-MCB CAMPENO 5370.1B.

3. Mission. This Order redefines the MCIWEST-MCB CAMPEN Hotline Programs into one command program and clarifies the roles and responsibilities of the Regional Command Inspector General (RCIG), in support of the Marine Corps Policy to combat Fraud, Waste, Abuse, and Mismanagement (FWA/M) within the Marine Corps.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. The MCIWEST-MCB CAMPEN Hotline Program is a functional component of the Marine Corps Inspector General Program (IGP), per reference (a). Accordingly, the MCIWEST-MCB CAMPEN Hotline Program is a primary tool in combatting FWA/M by providing an alternative to the chain of command that allows Service Members and civilian personnel to confidentially and reliably report violations of law, rule, or regulation; inefficiency, misconduct, impropriety, mismanagement, gross waste of funds, abuse of authority, military whistleblower reprisal, or security violations within MCIWEST-MCB CAMPEN.

(a) Service Members and civilian personnel matters which would be more appropriately addressed via the chain of command, request mast, and civilian employee grievance procedures, will not normally be addressed by the MCIWEST-MCB CAMPEN hotline.

(b) Consumer complaints regarding the Marine Corps Exchange (MCX) should be referred to the MCX Customer Service Representative through the Interactive Customer Evaluation (ICE) system at: https://ice.disa.mil/index.cfm?fa=site&site_id=148.

(c) The Commanding Officer, Naval Hospital Camp Pendleton (NHCP) will operate a separate NHCP FWA/M hotline. Complaints that pertain to the NHCP can be filed at <https://www.secnv.navy.mil/ig>.

(2) Concept of Operations

(a) Policy

1. The RCIG is designated as the MCIWEST-MCB CAMPEN Hotline Program Manager.

2. Reference (a) establishes the following:

a. The position of RCIG acts as a functional extension of the Inspector General of the Marine Corps (IGMC) within the IGP.

b. The requirement that RCIGs cooperate fully with the IGMC.

3. The MCIWEST-MCB CAMPEN Hotline Program is composed of the RCIG and RCIG staff personnel, collectively referred to as Inspector General (IG) personnel.

4. Per reference (e), the Marine Corps shall demand and enforce the highest ethical standards from its members, fairly and efficiently manage its resources and members, and exercise a fiduciary responsibility over taxpayers' dollars. It is Marine Corps Policy to encourage the identification of problems in these areas and to swiftly correct them. The MCIWEST-MCB CAMPEN Hotline Program is designed to eliminate FWA/M by identifying problems and potential solutions. Enclosure (1) delineates common FWA/M definitions. Enclosure (2) provides contact information procedures in reporting FWA/M Hotline allegations.

5. IG personnel will take appropriate action in response to substantive allegations of FWA/M in a timely and impartial manner and report the result of such inquiries to the appropriate authorities in accordance with the policies and procedures established in reference (b).

6. Hotline complaints may be received in several different ways, such as: Telephonic, e-mail, fax, congressional tasking, higher headquarters tasking, mail, walk-in, or via the Inspector General Case Action Manager (IGCAM) website. Hotline complainants may elect to remain anonymous or reveal their identity. Regardless of the source or whether the complainant remains anonymous, all hotline complaints shall be acted upon with the same due diligence as detailed in reference (b).

(b) Responsibilities

1. The RCIG is responsible for establishing processes and procedures for implementation of the MCIWEST-MCB CAMPEN Hotline Program via this Order and references (a) through (o).

2. Per reference (e), all command hotline cases shall be entered into IGCAM, in accordance with the guidance provided in reference (c).

3. The RCIG shall ensure prompt, responsible, and impartial processing of hotline allegations tasked by the IGMC, in accordance with the policy and guidance contained in this Order and reference (b).

4. The RCIG shall establish a local command hotline program that includes a command hotline telephone number and otherwise fully complies with the policy and guidance contained in this Order and reference (b).

5. The hotline case files and IGCAM data entries of the MCIWEST-MCB CAMPEN Hotline Program are considered a functional extension and integral part of the overall Marine Corps Hotline Program.

(c) Special Category Hotline Complaints

1. Military Whistleblower Reprisal complaints are a type of hotline complaint requiring special processing procedures. Instructions for processing Military Whistleblower Reprisal cases are contained in references (b), (f), and (g).

2. Allegations against senior officials, identified in references (h) and (i), are a type of hotline complaint requiring special processing procedures. Any allegation of a serious misconduct against a senior official shall be referred to the IGMC without delay.

a. Senior officials are active duty, retired, or reserve military officers in, or selected for, the grade of brigadier general (or rear admiral lower half) and above; current or former members of the Senior Executive Service or equivalent civilian positions such as: Senior Intelligence Executive Service, Senior Leader, Senior Intelligence Professional, Senior Technical, or Nonappropriated Fund Level Six.

b. Reportable allegations of misconduct against senior officials are credible allegations that, if proven, would constitute:

(1) A violation of a provision of criminal law including the Uniform Code of Military Justice.

(2) A violation of a recognized standard such as reference (k) or other Federal, Department of Defense (DoD), or Service regulations.

(3) Any other matter that, nevertheless, involves other misconduct of concern to the Department of the Navy (DON) leadership or could reasonably be expected to be of significance to the Secretary of the Navy or Commandant of the Marine Corps, especially when there is an element of unauthorized personal benefit to the senior official, a family member, or an associate.

b. Coordinating Instructions

(1) Marine Corps hotline complaint submission procedures appear in enclosure (2). The IGMC is authorized to add, delete, or modify these procedures, as necessary. These procedures are binding on the Major Subordinate Commanders (MSC), to include MCIWEST-MCB CAMPEN, when conducting IG activities. All IG personnel conducting hotline investigations shall refer to reference (b) for guidance.

(2) Per reference (e), the IGMC acts as the Marine Corps liaison with the DoD Inspector General (DoDIG) and the Naval Inspector General (NAVINSGEN) on all hotline issues. The MCIWEST-MCB CAMPEN RCIG shall make all inquiries concerning DoDIG or NAVINSGEN referred hotline investigations through the IGMC and will keep the IGMC informed of any contact from the DoDIG or NAVINSGEN.

(3) Per reference (e), the IGMC will establish and maintain a Marine Corps Hotline Program Quality Assurance Review (QAR) process in order to provide oversight of the Marine Corps Hotline Program to ensure that reported allegations are thoroughly investigated and that the findings and conclusions reported by investigating organizations are fully documented. MCIWEST-MCB CAMPEN hotline case files and IGCAM entries are subject to QAR in accordance with policies and procedures established in references (a), (b), and (c).

(4) The IGMC will normally task DoD, DON, and Marine Corps hotline complaints to the lowest level MSC in the chain of command with a CIG and the capability to conduct a hotline inquiry. When tasked by the IGMC with conducting a hotline investigation, the MCIWEST-MCB CAMPEN RCIG shall forward the completed Hotline Completion Report (HCR) to the IGMC for review. HCRs will be in the format provided in reference (b). All HCRs will be reviewed using the following four standards: independence, timeliness, completeness, and accountability. The Report Control Symbol for this reporting requirement is EXEMPT.

(5) The MCIWEST-MCB CAMPEN RCIG is responsible for the quality of HCRs forwarded to the IGMC.

(6) Per reference (e), the IGMC allows each MSC CIG to request assistance from other MSC CIGs when necessary to resolve hotline issues.

(7) The IGMC, Naval Criminal Investigative Service, Naval Audit Service, Marine Corps Criminal Investigative Division, and Marine Corps Nonappropriated Funds Audit Service are other resources available to provide assistance, as necessary, for the timely and professional resolution of hotline cases.

(8) The use of the Hotline Program to knowingly file false complaints is a violation of references (j) and (l). Those individuals suspected of willfully and knowingly filing false complaints are subject to prosecution and/or administrative action.

5. Administration and Logistics

a. All hotline case files shall be kept in accordance with the guidance contained in reference (b) and policies established in reference (m).

b. HCRs and associated papers shall be maintained in a secure environment and made available only to those with an official need to know. Release of IG generated material to those without an official need to know will be in accordance with references (n) and (o) or other applicable Federal laws. The appropriate release authority for IG generated material is the IGMC or the Commanding General, MCIWEST-MCB CAMPEN, if this MSC generated the material.

c. Directives issued by this Headquarters are published and distributed electronically. Electronic versions of the MCIWEST-MCB CAMPEN directives can be found at:
https://eis.usmc.mil/sites/mciw_mpwr/MCIWMCBADJ/default.aspx.

d. The MCIWEST-MCB CAMPEN FWA/M hotline is open to all Service Members, civilian government employees, and civilians for reporting allegations of FWA/M. In addition, any incident may be reported to the RCIG regardless of the categories listed above. The RCIG will ascertain an appropriate form of redress, if applicable.

e. The RCIG MCIWEST-MCB CAMPEN webpage can be found at <https://www.pendleton.marines.mil/Staff-Agencies/Inspector-General/>.

6. Command and Signal

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

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


I. R. CLARK
Chief of Staff

DISTRIBUTION: A-3
B
C

Common Fraud, Waste, Abuse, and Mismanagement Definitions

1. Fraud. Any intentional deception designed to deprive the United States unlawfully of something of value; or to secure from the United States for an individual a benefit, privilege, allowance, or consideration to which he/she is not entitled.
2. Waste. The extravagant, careless, or needless expenditure of government funds; or the consumption of government property that results from deficient practices, systems, controls, or decisions. The term also includes improper practices not involving prosecutable fraud.
3. Abuse of Authority. The intentional or improper use of government resources that can include the excessive or improper use of one's position in a manner contrary to its rightful or legally intended use.
4. Mismanagement. The process or practice of managing ineptly, incompetently, or dishonestly.

Procedures for Submitting Fraud, Waste, Abuse, and Mismanagement
Hotline Complaints

1. Incidents of suspected Fraud, Waste, Abuse, and Mismanagement (FWA/M) may be submitted by the following means:

a. IGMC web-portal <https://hotline.usmc.mil/#/consentform>.

b. By mail submission to:

MCIWEST-MCB CAMPEN FWA/M HOTLINE,
Command Inspector General,
Box 555010, Camp Pendleton, California 92055-5010

c. By calling the hotline telephone number at (760) 725-5144, 725-5122, or the defense switched network at 365-5144/5122.

d. By facsimile at (760) 725-5776.

2. The information received will be held "close hold" and in strict confidence. Individuals may remain anonymous; however, informants are encouraged to provide their identity so that additional information may be obtained, if needed.

3. Officials involved in the investigation of hotline cases will protect the complainant's identity to prevent any reprisal or harassment of the complainant, but that confidentiality cannot be guaranteed.

4. To ensure a thorough investigation, individuals calling or writing about a suspected case of FWA/M should provide the following information:

a. Identify the allegation and the reason why it is considered a case of FWA/M.

b. The original source of the information (e.g., personal observation, another individual, records, data, etc.).

c. When the incident occurred or, if it is an ongoing problem, the length of time the problem has been in effect (e.g., last Friday, at 1300, or continuous and ongoing for stated time, etc.).

d. The applicable organization and location where the incident or problem occurred.

e. What organization(s) or individual(s) is/are believed to be involved.