



UNITED STATES MARINE CORPS

MARINE CORPS SYSTEMS COMMAND
2200 LESTER STREET
QUANTICO VIRGINIA 22134-5050

MARCORSYSCOMO 1700.1G
CMDR
24 Oct 2024

MARINE CORPS SYSTEMS COMMAND ORDER 1700.1G

From: Commander
To: Distribution List

Subj: COMMAND REQUEST MAST PROCEDURES

Ref: (a) MCO 1700.23G
(b) MCO 5430.1A w/ Admin CH
(c) SECNAV M-5210.1
(d) MCO 5210.11F
(e) MARCORSYSCOMO 5210.1A
(f) 5 U.S.C. 552a
(g) SECNAVINST 5211.5F

Encl: (1) Request Mast Application Form (NAVMC 11296 Rev 5-19)
(2) Command-Specific Elements for Request Mast
(3) Sample Follow-Up Tracker
(4) Sample Request Mast Bulletin

1. Situation. This Order promulgates Request Mast policy and procedures for the Commander's Request Mast Program.

2. Cancellation. MARCORSYSCOMO 1700.1F

3. Mission. To 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 U.S. Navy Regulations (Arts. 0820c and 1151.1) and the Marine Corps Manual (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.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. This order is to be utilized by all Marines of Marine Corps Systems Command (MARCORSYSCOM), Program Executive Officer Land Systems (PEO LS), Program Executive Office Digital and Enterprise Services (PEO-DES), Program Executive Office Manpower, Logistics and Business Solutions (PEO MLB), Joint Program Executive Office for Chemical, Biological, Radiological and Nuclear Defense (JPEO CBRND) and Marine Corps Tactical Systems Support Activity (MCTSSA) for the purpose of exercising Request Mast with

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the commanding officer/commander. This Order will be published, and all personnel will be informed of its contents.

(2) Concept of Operations. Request Mast applications will be submitted in writing utilizing enclosure (1) via the chain of command to the commander with whom the Request Mast is desired. Command-specific elements can be found within enclosure (2).

b. Subordinate Element Missions

(1) Staff Secretary/Sergeant Major

(a) Provide administrative assistance as delineated in enclosure (2).

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

(c) Facilitate the process of Request Mast applications addressed to the Commander for consideration.

(d) Ensure compliance with the Inspector General of the Marine Corps (IGMC) functional area checklist 1700.23 which can be found at <https://www.hqmc.marines.mil/igmc/Resources/Functional-Area-Checklists/>.

(e) Ensure all Request Mast applications, NAVMC 11296(s), are retained in accordance with reference (a). These records must be retained in accordance with records schedule 1000-34 (Currently maintain 3 calendar years).

(f) Properly maintain a "follow-up" tracker to ensure follow-up is conducted. An example tracker can be found in enclosure (3). This tracker is only accessible by the Chief of Staff, Sergeant Major, Staff Secretary, and Command Inspector General.

(2) Staff Noncommissioned Officers/Officers in Charge/Commanding Officers/Program Managers/ Directors/Deputy Commanders:

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

(b) Facilitate the Request Mast process to allow Marines to execute their right of Request Mast to the Commander.

(3) Command Inspector General

(a) As part of the Command Inspection Program, and in accordance with reference (b), the Command Inspector General shall inspect and review request mast programs.

(b) Publish and maintain the currency of this Order with applicable laws and policy.

(c) Prior to IGMC inspections, publish a command bulletin which notifies Marines of the opportunity to request mast with the IGMC or the designated representative. Refer to reference (a) for command bulletin requirements and an example within enclosure (4).

c. Coordinating Instructions. This Order is not intended to, and does not, create any right or benefit, substantive or procedural, enforceable at law or in equity by any party against the United States, its departments, agencies, or entities, its officers, employees, or agents, or any other person.

5. Administration and Logistics

a. Records Management

(1) Records created because of this Order shall be managed according to National Archives and Records Administration (NARA)-approved dispositions per reference (c) to ensure proper maintenance, use, accessibility, and preservation, regardless of format or medium. Refer to reference (d) and (e) for Marine Corps records management policy and procedures.

(2) Request Mast records shall be properly safeguarded and maintained separately from service records.

(3) The command shall manage Request Mast records in accordance with record schedule 1000-34.

b. Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (PII) may result in both civil and criminal penalties. The Department of the Navy (DoN) recognizes that the privacy of an individual is a personal and fundamental right that shall be respected and protected. The DoN's need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities shall be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of PII shall be in accordance with the Privacy Act of 1974, as amended in reference (f) and implemented per reference (g).

c. Forms Management. NAVMC 11296 is located on Naval Forms Online at: <https://forms.documentservices.dla.mil/order/>.

d. Functional Area Checklist. The Request Mast functional area checklist can be located at:
<https://www.hqmc.marines.mil/igmc/Resources/Functional-Area-Checklists/>.

6. Command and Signal

a. Command. This Order is applicable to all members of MARCORSYSCOM, supported PEOs and MCTSSA.

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



T. L. CAMPBELL

Copy to:
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Distribution List

MARINE CORPS REQUEST MAST

PRIVACY ACT STATEMENT

Authority: 10 U.S.C. 5014; 10 U.S.C. 5020; SECNAVINST 5430.57 series; SECNAVINST 5370.5 series; and E.O. 9397 (SSN), as amended. [SORN N05041-1](#)

Principal Purpose: To determine the facts and circumstances surrounding allegations or complaints against Department of the Navy personnel and/or Navy/Marine Corps activities. To present findings, conclusions, and recommendations developed from investigations and other inquiries to the Secretary of the Navy, Chief of Naval Operations, Commandant of the Marine Corps, or other appropriate Commanders.

Routine Uses: Information will be disclosed to command personnel with a need to know in order to process, analyze, and take actions in response to requests. Information may be disclosed to the Secretary of the Navy, Chief of Naval Operations, Commandant of the Marine Corps, or other appropriate Commanders with a need to know in order to provide a record of grievances, command decisions, and any subsequent personnel management actions. [A complete list and explanation of the applicable routine uses is published in the authorizing SORN available at http://dpcld.defense.gov/Privacy/SORNSIndex/DOD-Component-Article-View/Article/570354/n05041-1/.](http://dpcld.defense.gov/Privacy/SORNSIndex/DOD-Component-Article-View/Article/570354/n05041-1/)

Disclosure: Voluntary. However, failure of the applicant to complete all the requested items could result in inaccurate command analysis and delayed command actions.

PART I: REQUEST: COMPLETED BY THE APPLICANT

1. NAME: (Last, First, MI)	2. RANK:	3. EDIPI:
4. UNIT:		
5. I REQUEST MAST WITH: (The Commander with whom you desire to communicate)		
5a. NAME OF COMMANDER (Rank, Full Name)	5b. COMMAND:	
6. SUBJECT MATTER: (Describe your grievance or problem. Include details and facts about the matter. Provide dates and names of any individuals involved, possible witnesses, and to whom this matter may have been previously reported. Attach additional sheets, as needed).		

SPECIAL NOTE

If the Marine has not revealed the subject of the Request Mast to the other commanders in the chain of command, the Marine must include an explanatory statement as to why the subject was not revealed. The Marine shall place the Request Mast in an envelope marked, "To be opened by the Commander only."

7. REQUESTED RESOLUTION: (Clearly describe the resolution you seek from the Commander named in block 5a.)

8. AFFIDAVIT:

I, , certify the statements in blocks 6 and 7 are true.

Signature:

Date:

PART II: COMMANDERS' ENGAGEMENT: COMPLETED BY COMMANDER WITHIN THE CHAIN OF COMMAND

9. REQUEST MAST: (While disclosure of the grievance/problem is strictly voluntary, every Commander in the chain of command must offer the Applicant a personal audience. Commanders must acknowledge their engagement below. Only the Commander ultimately selected to provide final disposition and closure will complete block 10.)

9a. FIRST COMMANDER IN CHAIN OF COMMAND:	Print Name <input type="text"/>	Rank <input type="text"/>	Billet <input type="text"/>	Command/Unit Name <input type="text"/>
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Subject Matter Disclosed? ☐ Yes ☐ No Forward? ☐ Yes ☐ No Denied (if named in 5a.)? ☐ Yes ☐ No

Remarks: (Detail attempts to process or resolve)

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Signature: Date:

9b. SECOND COMMANDER IN CHAIN OF COMMAND:	Print Name <input type="text"/>	Rank <input type="text"/>	Billet <input type="text"/>	Command/Unit Name <input type="text"/>
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Subject Matter Disclosed? ☐ Yes ☐ No Forward? ☐ Yes ☐ No Denied (if named in 5a.)? ☐ Yes ☐ No

Remarks: (Detail attempts to process or resolve)

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Signature: Date:

9c. THIRD COMMANDER IN CHAIN OF COMMAND:	Print Name <input type="text"/>	Rank <input type="text"/>	Billet <input type="text"/>	Command/Unit Name <input type="text"/>
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Subject Matter Disclosed? ☐ Yes ☐ No Forward? ☐ Yes ☐ No Denied (if named in 5a.)? ☐ Yes ☐ No

Remarks: (Detail attempts to process or resolve)

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Signature: Date:

9d. IMMEDIATE COMMANDING GENERAL :

Forwarded (if applicable) ☐ Yes ☐ No Denied? ☐ Yes ☐ No

Remarks: (Detail attempts to process or resolve)

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Signature: Date:

PART III: FINAL DISPOSITION: ONLY BY THE COMMANDER ULTIMATELY SELECTED BY THE APPLICANT

10. FINAL DISPOSITION: (Detail any actions or attempts to resolve the grievance/problem. Include any referrals for further personnel actions. If an inquiry or investigation was conducted, provide relevant findings. If the request was denied by the Commander specified in block 5a, explain why the matter was inappropriate for Mast.)

Signature:

Date:

PART IV: APPLICANT'S ACKNOWLEDGEMENT OF FINAL DISPOSITION

11. Applicants must sign the acknowledgement of final disposition or if they wish to voluntarily withdraw their request.

- ☐ **Final Disposition by a selected subordinate Commander:** Without any intimidation, coercion, or fear of retaliation, I voluntarily disclosed my Request Mast to a Commander who was subordinate to the Commander I originally requested in block 5a and I accept and fully understand the disposition of my grievance.

Name:

Command:

- ☐ **Final Disposition by the requested Commander:** My Request Mast was granted and I communicated directly with the Commander specifically named in block 5a. I fully understand the disposition Final Disposition by the requested Commander.

- ☐ **Request Denied:** I understand my Request Mast was denied by the Commander I specifically named in block 5a.

- ☐ **Request Withdrawn:** Without any intimidation, coercion, or fear of retaliation, I voluntarily withdraw my Request Mast.

Applicant Signature:

Date:

Witness Signature:

Date:

Print Name (Witness)

Rank

Command/Unit Name

COMMAND SPECIFIC ELEMENTS PERTAINING TO REQUEST MAST

1. Units/commands that fall under this command for Request Mast.

- (a) Program Executive Officer Land Systems (PEO-LS)
- (b) Program Executive Officer Digital (PEO-DIGITAL)
- (c) Program Executive Office Manpower, Logistics and Business Solutions (PEO-MLB)
- (d) Joint Program Executive Office for Chemical, Biological, Radiological and Nuclear Defense (JPEO-CBRND)
- (e) Marine Corps Tactical Systems Support Activity (MCTSSA)
- (f) Marine Corps Systems Command Albany, GA
- (g) Program Manager Training Systems (PM TRASYS)
- (h) Program Manager Light Armored Vehicles (PM LAV)

2. Points of contact to initiate a Request Mast application.

- (a) MARCORSYSCOM, PEO-LS, PEO-DIGITAL, PEO-MLB, JPEO-CBRND.
 - (1) Enlisted: Sergeant Major, 2200 Lester Street, Quantico, Virginia, 22134, (703)432-1804.
 - (2) Officer: Chief of Staff, 2200 Lester Street, Quantico, Virginia, 22134, (703)432-1802.
- (b) MCTSSA.
 - (1) Enlisted: Sergeant Major, Building 31335, Camp Pendleton, California, 92055, (760)725-2084.
 - Officer: Executive Officer, Building 31335, Camp Pendleton, California, 92055, (760)725-2706.
- (c) PM TRASYS.
 - (1) Enlisted: Company First Sergeant, 9500 Armed Forces Reserve Drive, Orlando, FL 32827 (407)240-5939, ext. 1713.

(2) Officer: Company Commander, 9500 Armed Forces Reserve Drive, Orlando, FL 32827, (407)240-5939 ext. 1723.

(d) PM LAV.

(1) Enlisted: Company 1stSgt, Engineer Support Company, 6th Engineer Support Battalion, 101 Base Avenue, Battle Creek, MI, 49015, (269)964-8882.

(2) Officer: Company Commander, Engineer Support Company, 6th Engineer Support Battalion, 101 Base Avenue, Battle Creek, MI, 49015, (269)964-8882.

3. Request Mast chain of command for this unit/command.

(a) MARCORSYSCOM.

(1) Commanding Officer, Combat Development and Service Company, 3300 Russell Rd, Office 200/202, Quantico, VA 22134, (703)432-1521.

(2) Commanding Officer, Headquarters Battalion, Building 2006, Quantico, VA 22134, (703)784-2264.

(3) Commander, MARCORSYSCOM, 2200 Lester Street, Quantico, VA, 22134, (703)432-1802.

(b) PEO-LS, PEO-DIGITAL, PEO-MLB, JPEOCBRND.

(1) Commanding Officer, Combat Development and Service Company, 3300 Russell Rd, Office 200/202, Quantico, VA 22134, (703)432-1521.

(2) Commanding Officer, Headquarters Battalion, Building 2006, Quantico, VA 22134, (703)784-2264.

(3) Commander, MARCORSYSCOM, 2200 Lester Street, Quantico, VA, 22134, (703)432-1802.

(c) MCTSSA.

(1) Commanding Officer, MCTSSA, Building 31335, Camp Pendleton, California, 92055, (760)725-208.

(2) Commander, MARCORSYSCOM, 2200 Lester Street, Quantico, VA, 22134, (703)432-1802.

(3) Units/commands that fall under this command for Request Mast purposes: Amphibious Vehicle Test Branch.

(d) MARCORSYSCOM, ALBANY, GA.

(1) Commanding Officer, Marine Corps Logistics Base, Albany, GA, Colonel James Carroll III, 814 Radford Blvd, Building 3500, Albany, GA 31701, (229)639-5202.

(2) Commander, MARCORSYSCOM, 2200 Lester Street, Quantico, VA, 22134, (703)432-1802.

(e) PM TRASYS.

(1) Commanding Officer, CLB451, Motor Transport Company, 9500 Armed Forces Reserve Drive, Orlando, FL 32827, (407)240-5939 ext. 1723.

(2) Commanding Officer, 4th Marine Logistics Group/Combat Logistics Regiment 45, Colonel Gregory Lemons, Building 440, 1210 Naval Forces Court, Marietta, GA 30069, (678)655-4365.

(3) Commander, MARCORSYSCOM, 2200 Lester Street, Quantico, VA, 22134, (703)432-1802.

(f) PM LAV.

(1) Commanding Officer, Engineer Support Company, 6th Engineer Support Battalion, 101 Base Avenue, Battle Creek, MI, 49015, (269)964-8882.

(2) Commander, MARCORSYSCOM, 2200 Lester Street, Quantico, VA, 22134, (703)432-1802.

4. Liaison officers will follow the chain of command for the units they are administratively attached to.

5. Procedures for Requests Mast.

(a) The Marine will prepare a complete written statement covering the reasons for requesting mast; this can be accomplished utilizing NAVMC form 11296 or standard letterhead. Supporting documents should be attached to the statement. The statement may also include a list of witnesses with a summary of the expected testimony of each witness. The statement must include a summary of responsive action taken by each commander

in the chain of command to whom the Marine has revealed and communicated his or her problem.

(b) Each intermediate commander to whom the Marine reveals the Request Mast subject will provide a written statement as to his or her understanding of the Request Mast and his or her responsive action. Each statement will be added to the Request Mast prior to the Marine communicating the Request Mast subject to the next higher commander.

(c) If the Marine has not revealed the subject of the Request Mast to the other commanders in the chain of command, the Marine must include an explanatory statement as to why the subject was not revealed. The Marine shall place the Request Mast in an envelope marked, **"To be opened by the Commander only."**

(d) Marines Requesting Mast will make a written statement on the NAVMC form 11296 or attached sheet indicating that he or she has had the opportunity to communicate directly with the commanding officer and has been informed of any actions to be taken by the commander regarding the Request Mast.

(e) When a Request Mast addressed to a higher commander is resolved at a lower level, the Marine will make a written statement on the Request Mast or attached sheet indicating that he or she is satisfied with the action taken at the lower level and has chosen to voluntarily withdraw the Request Mast. The Marine and a witness will jointly sign and date this statement.

(f) When establishing internal Request Mast procedures, commanding generals may authorize a Request Mast to be reviewed by the local Command Inspector General (CIG). In these situations, the following considerations apply:

(1) A CIG may neither respond to nor deny a Request Mast on behalf of the commander but may make appropriate recommendations pertaining to the Request Mast application to the commander. MARCORSYSCOM, CIG is authorized to open sealed request mast addressed "For the eyes of the Commander only".

(2) Any lawful communication made to a CIG will also constitute a protected disclosure under the Military Whistleblower Protection Act. Therefore, in addition to the protection afforded to a Marine for exercising his or her right to Request Mast under U.S. Navy Regulations and this Directive, further protection is afforded to the Marine under 10 U.S.C. Section 1034, Military Whistleblower Protection Act, as

implemented by SECNAVINST 5370.7E, Military Whistleblower Protection.

(g) Marines requesting mast will route their request through the appropriate chain of command.

[illegible]

(Command Letterhead)

1700
CMDR
DD Mmm YY

MARCORSYSCOM BULLETIN 1700

From: Commander
To: Distribution List

Subj: REQUEST MAST WITH THE INSPECTOR GENERAL OF THE MARINE CORPS
(IGMC) OR DESIGNATED REPRESENTATIVE

Ref: (a) MCO 1700.23G
(b) MARCORSYSCOMO 1700.1G

Encl: (1) NAVMC 11296 Rev 5-19

1. Purpose. To announce that every Marine who is a member of the inspected unit will be afforded the opportunity to appear before the Inspector General of the Marine Corps (IGMC) or the designated representative to request mast.

2. Background. While Marines do not have the vested right to request Mast to any commander higher than their immediate Commanding General, they may request mast to the Commandant of the Marine Corps (CMC), via the IGMC, when their command is being inspected by the IGMC. During such inspections, the IGMC or designated representative will act as an agent of the Commandant.

3. Actions

a. All Marines who desire to request Mast to the CMC may do so in writing, in accordance with reference (a), utilizing enclosure (1).

b. Marines who, in good faith, wish to appear before the IGMC or designated representative at requests mast may do so without fear of retaliation or prejudice to their interests. Additionally, Marines desiring to keep the subject of the request mast private must seal the request mast in an envelope and mark it "to be opened by the IGMC only."

c. The IGMC or designated representative will be available to hear such requests from 1300-1530 in the XXXX office (room XXXX), located in building XXXX. All requests for mast must be submitted to the Command Sergeant Major, Sergeant Major XXXX by 1630, Date.

I. M. COMMANDER

DISTRIBUTION: A