



UNITED STATES MARINE CORPS  
MARINE AIRCRAFT GROUP 41  
4TH MARINE AIRCRAFT WING  
NAVAL AIR STATION JOINT RESERVE BASE  
FORT WORTH, TEXAS 76127-5000

IN REPLY REFER TO  
1700  
CO

OCT 30 2023

POLICY LETTER 10-23

From: Commanding Officer, Marine Aircraft Group 41  
To: All Hands

Subj: REQUEST MAST PROCEDURES FOR HEADQUARTERS, MARINE AIRCRAFT GROUP 41

Ref: (a) U. S. Navy Regulations (Arts. 0820c and 1151.1)  
(b) Marine Corps Manual (par 2805)  
(c) MCO 1700.23G

Encl: (1) Command Specific Elements Pertaining to Request Mast  
(2) NAVMC 11296 (Marine Corps Request Mast Application)

1. Situation. The request mast process preserves the rights of all Marines to directly communicate grievances to or seek assistance from their Commanding Officer. Request mast as established in references (a) and (b) 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 individual requesting mast.

2. Cancellation. Policy Letter 3-20

3. Mission. When requested, Commanding Officers will quickly complete a Marine's mast request and adjudicate at their level. If unable to adjudicate at their level, the Commanding Officer will forward the mast to the next commander in the chain of command to ensure good order and discipline is maintained within their command.

4. Execution.

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. Rapid resolution or review of any Marine's concern is critical to the good order and discipline within the Marine Corps and this command. I will review, assist, and reconcile all concerns, complaints, or recommendations within the authority granted and authorized to me. And, if unable, I will forward these concerns to the Commanding General, 4th Marine Aircraft Wing for adjudication.

(2) Concept of Operations. Request Mast applications will be submitted in writing, utilizing NAVMC form 11296 (enclosure 2) via the chain of command to the commander with whom the Marine is requesting an audience. Once submitted, the request mast should be completed within one working day after submission. Submission of a request mast to the Marine Aircraft Group (MAG) 41 Sergeant Major, Executive Officer, or Adjutant begins the process.

b. Coordinating Instructions.

(1) All members of MAG-41 exercising request mast shall do so utilizing the references, which describe the process and procedural aspects of Request Mast and the enclosures, which describe the command specific elements.

(2) Marines requesting mast have no obligation to reveal the purpose or content to the chain of command below the first slated commander, Marines are encouraged to review the request with senior enlisted and officers to

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refine and assist their grievances. Any assistance provided by anyone **DOES NOT** satisfy the request mast process. Once initiated, Marines requesting mast must be enabled and allowed by all Marines to complete the request mast to his or her Commanding Officer.

(a) **“For CO's eyes only”** Marines who decide not to disclose the contents of request mast to anyone in the chain of command, may submit the NAVMC 11296 form in a sealed envelope with the words “For CO’s eyes only” to their direct commander with whom the Marine is requesting an audience.

(b) **“ For CG’s eyes only”** Marines who request an audience with the Commanding General may send the grievance(s) via encrypted email directly to the Commanding General’s Inspector General at OMB\_4thMAW\_G7@usmc.mil. Marines submitting request mast are still required to submit NAVMC 11296 with the omitted subject matter and route appropriately through the chain of command.

(3) Marines in the chain of command assisting a Marine requesting mast **WILL NOT** recommend, block or impede the request mast process. Assistance is encouraged as mentoring and mental sharpening of the condition and outcome the Marine is seeking. Marines are not required to inform their chain of command of the nature or details of the request mast.

5. Administration and Logistics.

a. MAG-41 Site Support Sergeant Major or Group Sergeant Major shall:

(1) Provide administrative assistance as delineated in the enclosures.

(2) Ensure that this directive is posted on all troop information boards and readily available to all personnel in this command.

(3) Facilitate the process of request mast applications addressed to the Commanding General for Consideration.

b. Commanding Officers, Officers in Charge, and Staff Noncommissioned Officers shall:

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

(2) Develop and post their command’s policy and ensure it is posted on all Troop Information Boards and readily available to all personnel.

(3) Educate Marines in the proper conduct of the request mast program.

(4) Forward any request mast to the Commanding Officer within one working day where a Marine has completed the NAVMC form 11296 and requests adjudication at the next level. Marines requesting mast will be seen by the Commanding Officer before any request is forwarded to the next commander in the chain of command. If a face-to-face meeting is not possible, then a video teleconference (VTC) is a suitable alternate. If VTC is not available, then a telephone conversation is the last approved alternative. Email, text, and written communication is not authorized.

(5) Detachment OIC’s, when appointed in writing and deployed, are authorized to act as the Marine’s first element in the request mast process. There are no other times when Detachment OIC’s may adjudicate request masts.

6. Command and Signal.

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- a. **Command.** This order is applicable to all uniformed members of this command.
- b. **Signal.** This order is effective the date signed.



M. P. BRENNAN

**COMMAND SPECIFIC ELEMENTS PERTAINING TO REQUEST MAST**

1. Command points of contact to initiate a Request Mast application for Marine Aircraft Group 41 (MAG-41) are located at 1068 Boyington Drive, Naval Air Station, Joint Reserve Base, Fort Worth, Texas 76127:

a. Enlisted: Site Sergeant Major at (817) 782-2703

b. Officer:

(1) Site Executive Officer at (817) 782-2702

(2) Group Adjutant at (817) 782-2704

2. Request Mast chain of command is as follows:

a. Commanding Officer, MAG-41 located at 1068 Boyington Drive, Naval Air Station, Joint Reserve Base, Fort Worth, Texas 76127, (817) 782-2701

b. Commanding General, 4th Marine Aircraft Wing, 2000 Opelousas Avenue, New Orleans, Louisiana, 70114, (504) 697-9202.

3. The following squadrons fall under the chain of command for Request Mast purposes:

a. Marine Fighter Attack Squadron (VMFA) 112, located in building 1403, Naval Air Station, Joint Reserve Base, Fort Worth, Texas 76127.

b. Marine Aerial Refueler Transport Squadron (VMGR) 234, located in building 1050 Naval Air Station, Joint Reserve Base, Fort Worth, Texas 76127.

c. Marine Aviation Logistics Squadron (MALS) 41, located in building 1055, Naval Air Station, Joint Reserve Base, Fort Worth, Texas 76127.

d. Marine Transport Squadron (VMR) 1, located in building 1050 Naval Air Station, Joint Reserve Base, Fort Worth, Texas 76127.

e. Marine Medium Tiltrotor Squadron (VMM) 764, located in building 9670 Marine Corps Air Station, Miramar, CA 92145.

f. Marine Fighter Attack Squadron (VMFT) 401, located in building 146, Marine Corps Air Station, Yuma, Arizona 85369.

g. Marine Light Attack Helicopter Squadron (HMLA) 775, located in Hangar 2, Marine Corps Air Station Camp Pendleton, California 92055-5891.

h. Marine Wing Support Squadron (MWSS) 473, located in building 6030, Marine Corps Air Station Miramar, California 92145.

i. Marine Wing Support Squadron (MWSS) 471, located in building 5905, Fort Snelling, Minneapolis, Minnesota 55450.

j. Commanding officer, Site Support Camp Pendleton, Hangar 2, Bldg 23144, MCAS Camp Pendleton, 92055.

k. Commanding officer, Site Support Miramar, Shields Dr, Bldg 6030, San Diego 92145.

4. Request Mast to the Commanding General will be reviewed by the Command Inspector for appropriate recommendation pertaining to the Request Mast, however, the Command Inspector may neither respond to nor deny a Request Mast on behalf of the Commanding General.

5. Units that are administratively controlled by this command will utilize their Chain of Command for all Request Mast requests.

**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://dodid.defense.gov/Privacy/SORNIndex/DOD-Component-Article-View/Article/579354/n05041-1/.](http://dodid.defense.gov/Privacy/SORNIndex/DOD-Component-Article-View/Article/579354/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).

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 [ ]	Rank [ ]	Billet [ ]	Command/Unit Name [ ]
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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)

Signature: [ ]      Date: [ ]

9b. SECOND COMMANDER IN CHAIN OF COMMAND:	Print Name [ ]	Rank [ ]	Billet [ ]	Command/Unit Name [ ]
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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)

Signature: [ ]      Date: [ ]

9c. THIRD COMMANDER IN CHAIN OF COMMAND:	Print Name [ ]	Rank [ ]	Billet [ ]	Command/Unit Name [ ]
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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)

Signature: [ ]      Date: [ ]

9d. IMMEDIATE COMMANDING GENERAL:

Forwarded (if applicable)  Yes  No      Denied?  Yes  No

Remarks: (Detail attempts to process or resolve)

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.)

[Large empty box for final disposition details]

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
<input type="text"/>	<input type="text"/>	<input type="text"/>