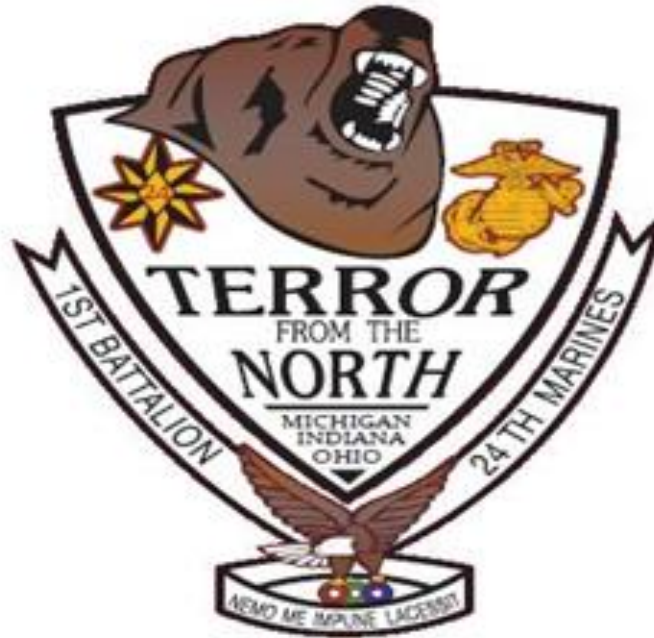




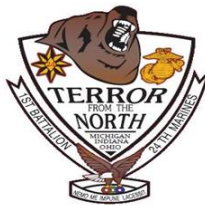
Request Mast Program



SgtMaj T. M. Babcock



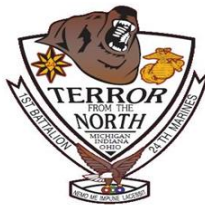
Overview



- Purpose of Request Mast
- Request Mast Policy
- Chain of Command
- Request Mast Procedures
- Follow up Procedures



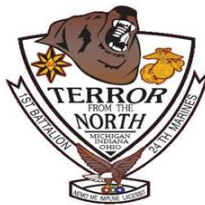
Purpose of Request Mast



Request mast is the primary way for a Marine to formally seek assistance from, or communicate a grievance to, his or her commander. Although a Marine's request mast may not be resolved to his or her satisfaction, the Marine shall be afforded the opportunity to address the issue with the commander. Personnel outside the official chain of command shall not conduct request mast. Only designated commanders as outlined in chapter 1 of this Order will conduct request mast. Other personnel such as subordinate officers, civilians, noncommissioned officers (NCOs), or staff noncommissioned officers (SNCOs) must not delay the request mast process in order to address the grievance or issue themselves. They will focus their efforts on making the Marine available to the commander and provide assistance to ensure the entire process is efficient and completed without delay.



Request Mast Policy



According to **Marine Corps Order 1700.23G**, it is **"the right of all Marines to directly seek assistance from, or communicate grievances to, their commanding officers."** A Marine has "the opportunity to communicate not only with his or her immediate commanding officer, but also with **commanders up to and including a Commanding General (CG) within the chain of command at the same base or immediate geographical location.**"

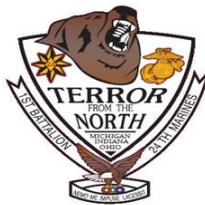
- **MCO 1700.23G**
- **NAVMC 11296 (form)**
- **Are there better avenues of redress?**
- **Not appropriate for Mast:**
 - **Nuisance requests**
 - **Matters dealing w/ UCMJ or ADSEP**
 - **Contemplated, pending, in progress, or final**
 - **Administrative Actions**
 - **Performance Evaluation**

A commander may deny a Request Mast if there is another specific avenue of redress available to the Marine such as:

- *Actions under the UCMJ: Appeal Process*
- *Involuntary Administrative Separation: Request ADSEP Board if eligible, Board for Correction of Naval Records and the Naval Discharge Review Board*
- *Complaints under Article 138 (Complaints of wrongs) of the UCMJ by the Commanding Officer and Article 1150 (Redress of Wrong Committed by a Superior)*



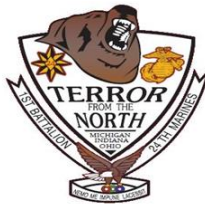
Request Mast Policy



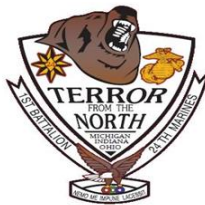
MCO 5354.1F (MARINE CORPS PROHIBITED ACTIVITIES AND CONDUCT PREVENTION AND RESPONSE POLICY) describes the primary methods for submitting and adjudicating complaints concerning harassment (to include sexual harassment), unlawful discrimination and abuse, wrongful distribution or broadcasting of intimate images, and certain dissident and protest activity. A Marine may use request mast to present these types of complaints as an alternative, but the procedures described in reference MCO 5354.1F remain the primary means.



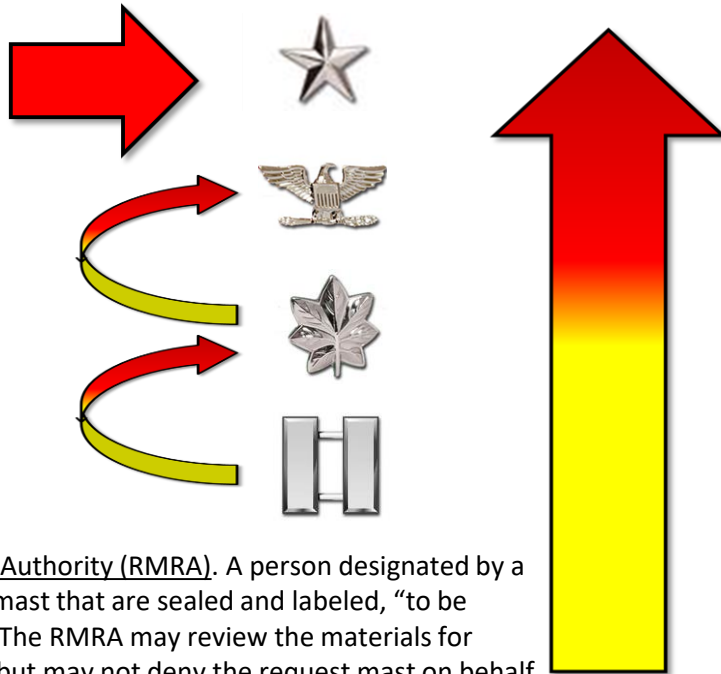
Request Mast Policy



Any Marine requesting mast to his or her CG has the option to do so confidentially. If the Marine does not desire to reveal the subject of the request mast to subordinate commanders in the chain of command, the Marine must include a statement as to why the subject was not revealed in the request mast. The Marine shall place the NAVMC 11296 and any supporting documentation in a sealed envelope marked “to be opened by the CG only.” The Marine’s first commander in his or her chain of command shall receive any request mast sealed and marked “to be opened by the CG only.” Each intermediate commander shall offer to understand and attempt to resolve the issue or grievance. If the Marine maintains that he or she does not desire to reveal the subject, each of the Marine’s commanders in his or her chain of command shall forward the request mast to the next higher level of command until it is delivered to the CG or the RMRA.



The Chain of Command



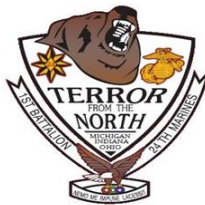
- **Only Officers with NJP Authority**
may be I&I, OIC, or Acting
- **Up to First General Officer**
or designated O-6 with GCMCA
- **Marine should forward Mast via the chain of command**
- **All Commanders must offer to resolve grievances.** *Marine is not required to accept*
- **Petitioner may withdraw request or accept resolution at any level**
- **To be opened by CG's only**
*must be explained in writing usually facilitated by CIGs **
- **Denials by designated Commander**
submit denial reports via Chain to CG
In-person explanations not required

Request Mast Reviewing Authority (RMRA). A person designated by a CG to examine requests mast that are sealed and labeled, "to be opened by the CG only." The RMRA may review the materials for accuracy and sufficiency but may not deny the request mast on behalf of the CG. May make appropriate recommendations to the CG that pertain to the request mast application

*Command Inspector General (CIG)



Request Mast Flow Chart (Active Component)



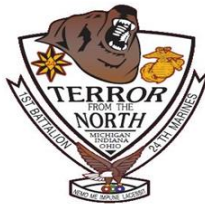
Process and resolve a Marine's request mast without delay. **There should be no more than one working day delay from when the request is presented to when the Marine has an audience with the commander. This applies at each level of the command.**

Commanders who receive legitimate grievances or requests for assistance via request mast shall forward those beyond their authority to resolve to the next higher commander for resolution.

- CG, 4TH MARDIV
- CO, 25TH MAR REGT
- I-I, 1st Bn, 24th Mar SELFRIDGE, ANGB
- I-I, A Co BATTLECREEK, MI (Lowest level at each Company)
- I-I, B Co TERRE HAUTE, IN (Lowest level at each Company)
- I-I, C Co LANSING, MI (Lowest level at each Company)
- I-I, Wpns Co PERRYSBURG, OH (Lowest level at each Company)



Request Mast Flow Chart (Reserve Component)



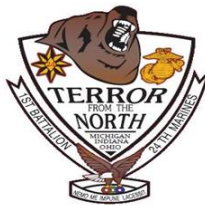
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Commanders who receive legitimate grievances or requests for assistance via request mast shall forward those beyond their authority to resolve to the next higher commander for resolution.

- CG, 4TH MARDIV
- CO, 25TH MAR REGT
- CO, 1st Bn, 24th Mar
- Company Commander, A Co BATTLECREEK, MI
(Lowest level at each Company)
- Company Commander, B Co TERRE HAUTE, IN
(Lowest level at each Company)
- Company Commander, C Co LANSING, MI
(Lowest level at each Company)
- Company Commander, Wpns Co PERRYSBURG, OH
(Lowest level at each Company)



Request Mast Procedures



- **NAVMC 11296 (5-19)**
 - *Filled out, signed, & dated*
- **Role of the Applicant**
 - *Be a truthful provider of facts*
 - *Forward via the chain of command*
- **Role of the “Chain of Concern”**
 - *Expedite request*
 - *Do not stop Mast and try to resolve it*
- **Role of the Chain of Command**
 - *Expedite audience with the Commander*
 - *Try to resolve at the lowest level of command*
 - *Explain disposition, delays, and denials*
 - *Forward-up if required*
 - *Report to CG any denials within five working days*
 - *If there is a denial, it must be explained to the Applicant*
 - *Personal explanations not required (especially if a conflict of interest exists; consult with SJA)*



Request Mast Procedures



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: _____	

Personal, contact, and biographical data.

What Commander is requested?

What is the problem?

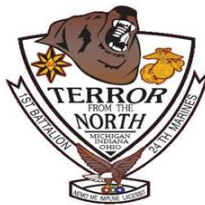
What is the desired "solution"?

Legal affidavit must be signed and dated.
"Starts the Clock"

*Part 1
Completed
by Marine
Requesting
Mast!!!*



Request Mast Procedures



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 provide a personal audience. Commanders must acknowledge their engagement below. Only the Commander in the chain of command who provides the final disposition and closure will complete block 10.)

9a. FIRST COMMANDER IN CHAIN OF COMMAND:

Print Name	Rank	Billet	Signature

Subject Matter Disclosed? Yes No Forward? Yes No Denied (if named in 5a.)? Yes No

Remarks: (Detail attempts to process or resolve)

- Commander should document any attempt to resolve grievance or engagement with applicant as well as amplify answers to above questions.
- The date and time the commander and SNM met should be documented.

Signature: _____ Date: _____

Each Commander's data.

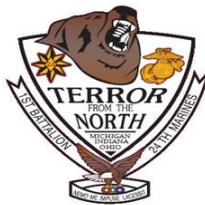
Answer

Commander must be signed and dated.

- Commanders NOT taking final disposition shall complete part II.
- If Marine accepts a subordinate commander from the commander in block 5a, accepted commander can skip Part II and go to Part III.



Request Mast Procedures



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.)

To uphold faith in the system, we get the Marine quickly before their Commander.
Actually resolving the issue correctly may take time, and must be tracked.

Final disposition; issue may not be resolved immediately

Final Commander to engage with Applicant. Sign & date, stops the clock

Signature: _____



Request Mast Procedures



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.		
<input type="checkbox"/> 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: <input type="text"/> Command: <input type="text"/>		
<input type="checkbox"/> 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.		
<input type="checkbox"/> Request Denied: I understand my Request Mast was denied by the Commander I specifically named in block 5a.		
<input type="checkbox"/> Request Withdrawn: Without any intimidation, coercion, or fear of retaliation, I voluntarily withdraw my Request Mast.		
Applicant Signature:	<input type="text"/>	Date: <input type="text"/>
Witness Signature:	<input type="text"/>	Date: <input type="text"/>
Print Name (Witness)	Rank	Command/Unit Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

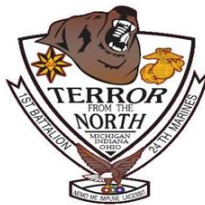
Applicant selects one acknowledgement.

Applicant and witness sign and date.

If a subordinate commander, to the commander in block 5a, is accepted by the Marine and resolves the issue that subordinate commander is acknowledged in Part III and the Request for Mast is NOT forwarded any higher. ONLY Commanders can be acknowledged in Part III.



Request Mast Procedures

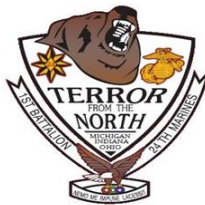


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Witness Signature:	<input type="text"/>	Date: <input type="text"/>
Print Name (Witness)	Rank	Command/Unit Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Used when a Marine sees and discloses to a subordinate commander and accepts and understands the disposition.



Request Mast Procedures

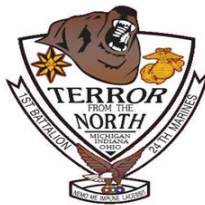


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Applicant Signature:	<input type="text"/>	Date: <input type="text"/>
Witness Signature:	<input type="text"/>	Date: <input type="text"/>
Print Name (Witness)	Rank	Command/Unit Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Used when the Marine has seen the Commander designated in 5a and understands the disposition of the complaint.



Request Mast Procedures



PART IV: APPLICANT'S ACKNOWLEDGEMENT OF FINAL DISPOSITION		
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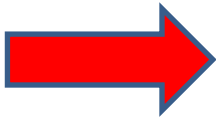
Commanders should make every attempt to hear the Marine's presentation of matters before making a decision to deny a request mast. The commander shall explain to the Marine why the request mast is denied and if appropriate, what procedure must be followed to resolve the issue.



Request Mast Procedures



PART IV: APPLICANT'S ACKNOWLEDGEMENT OF FINAL DISPOSITION		
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Witness Signature:	<input type="text"/>	Date: <input type="text"/>
Print Name (Witness)	Rank	Command/Unit Name
<input type="text"/>	<input type="text"/>	<input type="text"/>



Used when the Marine wishes to withdraw the Request Mast of without persuasion. It is a best practice to understand why the Marine is withdrawing the Mast.



Request Mast Procedures



Commanders Must:

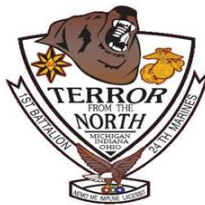
- **Hold accountable anyone who interferes with the Request Mast process.**
- **Ensure no adverse or prejudicial action is taken against a Marine as a result of exercising the right to request mast.**



Interference with a Marine's right to Request Mast, or any attempt at reprisal is prohibited under Article 92 of the UCMJ.



Follow up Procedures



1ST BATTALION, 24TH MARINES REQUEST MAST TRACKER AND REPRISAL FOLLOW-UP PROCEDURES

CUSTODIAN: SGTMAJ BABCOCK

RANK	NAME/CASE NUMBER	SECTION	REQUEST MAST DATE REPORTED (AFFIDAVIT DATE)	REQUEST MAST DATE APPEARANCE WITH CO COMMAND ACTION COMPLETION FINAL DISPOSITION	DATE FORWARDED	LEVEL REQUESTED(CO IN BLOCK 5A)	30 DAY FOLLOW-UP	60 DAY FOLLOW-UP	90 DAY FOLLOW-UP	120 DAY FOLLOW-UP	150 DAY FOLLOW-UP	180 DAY FOLLOW-UP	REMARKS/FOLLOW UP REMARKS	DESTRUCTION DATE
SSGT	EXAMPLE, MY NAME M. (1-19)	H&S Co	20191231	20191231	N/A	LTCOL COATES	20200131 (NO ACTION TAKEN AGAINST THE MARINE)	20200229 (NO ACTION TAKEN AGAINST THE MARINE)	20200331 (NO ACTION TAKEN AGAINST THE MARINE)	20200430 (NO ACTION TAKEN AGAINST THE MARINE)	20200531 (NO ACTION TAKEN AGAINST THE MARINE)	20200630 (NO ACTION TAKEN AGAINST THE MARINE)	SEEN BY LT COATES REQUEST MAST RESOLVED	DESTROY WHEN 3 YRS OLD ON 20221231 PER RECORDS SCHEDULE 1000-34

Commanders must establish and monitor follow-up procedures to ensure each Request Mast issue is resolved in a timely manner and no adverse or prejudicial action to the interests of the Marine, and disposition from the Marine's Request Mast executed.



Questions

