



UNITED STATES MARINE CORPS
MARINE CORPS RECRUIT DEPOT/EASTERN RECRUITING REGION
PO BOX 19001
PARRIS ISLAND, SOUTH CAROLINA 29905-9001

IN REPLY REFER TO:
DepO 1700.23
CIG
21 NOV 2014

DEPOT ORDER 1700.23

From: Commanding General
To: Distribution List

Subj: MARINE CORPS RECRUIT DEPOT/EASTERN RECRUITING REGION
PARRIS ISLAND, SC (MCRD/ERR PI) INITIATING
DIRECTIVE FOR REQUEST MAST WITH THE COMMANDING GENERAL

Ref: (a) NAVMC 1700.23F
(b) MCO 1700.23F
(c) SECNAVINST M-5216.5
(d) HQSVCBn Order 1700.23C

Encl: (1) Command Specific Elements Pertaining to Request Mast
(2) Request Mast Degree of Satisfaction Statement

1. Situation. Per the provisions of the references, Marines and Sailors of the Recruit Training Regiment (RTR), Headquarters and Service Battalion (HQSVCBn), Marine Corps Recruiting Districts (MCD) (1st, 4th, & 6th), and Weapons and Field Training Battalion (WFTBn) are afforded the opportunity to request mast. This order represents the initiating directive for the Commandant's Request Mast Program within the MCRD/ERR PI. As such, reference (a) is the sole source document governing the Request Mast Policy and Procedures.

2. Mission. To preserve the right of all Marines and Sailors assigned to the MCRD/ERR PI to directly communicate grievances to, or seek assistance from, their Commanding Officers/Commanding General (CG) as exercised through the formal process of requesting 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 or Sailor to communicate with the commander, normally in person, and the requirement that the commander consider the matter and personally respond to Marines and Sailors requesting mast.

3. Execution

a. Commander's Intent and Concept of Operations

21 NOV 2014

(1) Commander's Intent. This order is to be utilized by all members of this command for the purpose of requesting mast with the CG. This order will be published and all personnel will be informed of its contents. Major Subordinate Element (MSE) Initiating Directives for requesting mast will be generated in authority with (IAW) reference (a) and maintained by all commanders down to the lowest administrative level as specified in that reference.

(2) Concept of Operations

(a) Request Mast applications will be submitted in writing utilizing Naval Marine Corps (NAVMC) Form 11296 via the chain of command to the commander with whom the Request Mast is desired. Reference (c) is to be utilized for creating endorsements.

(b) Request Mast petitions initiated by personnel assigned to and within the MCRD/ERR PI headquarters (HQSVCBn) for a requested audience with a commander other than the CG, MCRD/ERR PI will utilize reference (d) for such requests.

b. Tasks

(1) Command Inspector General

(a) Review and make appropriate recommendations pertaining to all Request Mast petitions forwarded to the CG. This includes petitions "sealed for the Commanding General's eyes only."

(b) Provide administrative assistance in facilitating Request Mast petitions addressed to the CG, MCRD/ERR PI for consideration as delineated in enclosure (1).

(c) In conjunction with the MCRD/ERR PI MSEs, ensure that this directive is widely disseminated to subordinate elements, kept posted on all Troop Information Boards, and is made readily available to all personnel.

(2) Commanding Officers HQSVCBn, WFTBn, RTR, 1st MCD, 4th MCD and 6th MCD

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

21 NOV 2014

(b) Incorporate Request Mast training into your Annual Training Plan and maintain statistical information on Request Mast training completion.

(c) Create and maintain an Initiating Directive for Request Mast petitions as per reference (a) and ensure that the directive is widely disseminated to subordinate elements, kept posted on all Troop Information Boards, and is made readily available to all personnel. Ensure your subordinate elements requiring similar directives execute the same obligation at their level.

(d) Facilitate getting Marines and Sailors to the CG (when and where appropriate) in order to execute their right to Request Mast.

(e) Immediately notify the CIG, MCRD/ERR PI when a petition for Request Mast to the CG is initiated within your command.

(f) Ensure normal delays in facilitating an audience with the requested commander (i.e. weekend, holiday routine, requested commander Temporary Additional Duty (TAD), etc.) are documented and acknowledged in writing by the complainant unless the Request Mast is of an emergency nature.

(g) Forward a report of Request Mast denial, in standard naval correspondence, and the basis thereof to the CG, MCRD/ERR PI via the chain of command no later than one (1) week after a commander denies a Request Mast specifically addressed to himself or herself. The CIG, MCRD/ERR PI will receipt for these reports.

(h) Ensure all Marines and Sailors complete and submit a Level of Satisfaction Statement upon conclusion of their Request Mast as per enclosure (2).

(i) Provide a mechanism by which to execute and document follow-up action for those Request Mast petitions handled at your level of command no later than (NLT) 30 days post disposition of Request Mast proceedings. Follow-up activity will include inquiry as to any reprisal activity and successful implementation of disposition (if applicable).

(j) Maintain Request Mast records for two (2) years for those petitions disposed of at your level.

21 NOV 2014

(k) Appoint a Request Mast coordinator in writing and provide a copy to the CIG, MCRD/ERR PI.

c. Coordinating Instructions

(1) All members of this command exercising Request Mast shall do so utilizing references (a) and (b), which describe the process and procedural aspects of Request Mast and enclosure (1), which describes the command's specific elements.

(2) Written endorsements as per paragraph 3.a.(2) of this directive will include both the date and time the Request Mast was received and subsequently forwarded (if required), and, where appropriate, an assessment of the grievance.

(3) At all times, a formal turnover of the Request Mast petition will occur between intermediate commands and their commanders up to and including the CG.

4. Administration and Logistics. The CIG, MCRD/ERR PI is authorized to receipt for, open, and review Requests for Mast addressed to the CG.

5. Command and Signal

a. Command. This order is applicable to all uniformed members of the MCRD/ERR.

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



M. R. BOWERSOX
Chief of Staff

Copy to:

CO, HQSVCBn
CO, RTR
CO, WFTBn
CO, 1st MCD
CO, 4th MCD
CO, 6th MCD
Central Files

21 NOV 2014

Command Specific Elements Pertaining To Request Mast To The
Commanding General, Marine Corps Recruit Depot/Eastern
Recruiting Region (CG, MCRD/ERR PI)

1. Command points of contact to initiate a Request Mast application will be as per Major Subordinate Element (MSE) Initiating Directives for Request Mast petitions in accordance with references (a) and (b) of Depot Order 1700.23. Typically, for enlisted Marines and Sailors, this is the unit Sergeant Major, senior enlisted Marine or administrative chief and for Marine and Navy officers, the executive officer or adjutant.
2. Command point of contact within the MCRD/ERR PI for facilitating Request Mast petitions to the CG, MCRD/ERR PI, after appropriate action has been taken within a Marine's and/or Sailor's MSE, will be the Command Inspector General (CIG), MCRD/ERR PI at (843) 228-3307 (DSN: 335).
3. Request Mast chain of command for the MCRD/ERR PI is:
 - a. Immediate Commander: Company Commander/Recruiting Station Commanding Officer
 - b. Next Commander: Battalion Commander/District Commanding Officer
 - c. Next Commander: Regimental Commander (RTR only)
 - d. Immediate Commanding General: CG, MCRD/ERR PI
 - e. All units/commands that fall under this command for Request Mast purposes are as follows:
 - (1) Headquarters and Service Battalion
 - (2) Recruit Training Regiment
 - (3) Weapons and Field Training Battalion
 - (4) 1st Marine Corps District
 - (5) 4th Marine Corps District
 - (6) 6th Marine Corps District
4. Specific routing instructions for Request Mast to the CG, MCRD/ERR PI are as follows:

Enclosure (1)

21 NOV 2014

a. The Marine or Sailor exercising their right to Request Mast 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 or Sailor 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 individual communicating the Request Mast subject to the next higher commander.

c. If either the Marine or Sailor has not revealed the subject of the Request Mast to the other commanders in the chain of command, the service member must include a detailed, explanatory statement as to why the subject was not revealed. The service member (complainant) shall place the Request Mast in an envelope marked, "to be opened by the Commanding General only".

d. Marines and Sailors requesting mast with the CG 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 CG and has been informed of any actions to be taken by the CG regarding the Request Mast.

e. In the case of the CG being absent (TAD, Marine Corps Matters, leave, etc.), the Marine or Sailor requesting mast may execute either one of two (2) options: 1) wait until the CG is present and acknowledge such delay in writing or 2) engage in an audience with the CG's direct representative possessing "Acting" authority (normally the Chief of Staff). A copy of the "Acting Letter" must be provided and kept with the Request Mast petition for the duration the record(s) is/are kept on file.

f. When a Request Mast addressed to a higher commander is resolved at a lower level, the Marine or Sailor 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

21 NOV 2014

Request Mast. The Marine or Sailor and a witness will jointly sign and date this statement.

g. The CIG, MCRD/ERR PI will receipt for and review all Request Mast petitions submitted to the CG, MCRD/ERR PI and abide by the following constraints:

(1) CIG, MCRD/ERR PI may neither respond to nor deny a Request Mast on behalf of the CG, but may make appropriate recommendations pertaining to the Request Mast application to the CG.

(2) Any lawful communication made as part of any Request Mast and/or made to the CIG, MCRD/ERR PI 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 5370.7C, Military Whistleblower Protection.

REQUEST MAST (DEGREE OF SATISFACTION STATEMENT)

The purpose of this form is to provide feedback by indicating the degree of satisfaction. This statement is not a rebuttal to the request mast outcome.

I, _____, make the following statement concerning my Request Mast held on _____ Date/Time with _____.

This statement is made free of any influence from members of my chain on command. REMEDY/OUTCOME: I understand the final decision by the Commander is:

(Attach additional sheets, as needed)

1. Were you afforded an opportunity to read or review the Request Mast Order?
___ Yes ___ No

2. Do you feel that you have received negative or unfavorable treatment, comments or evaluations as a result of exercising your right to Request Mast?
___ Yes ___ No

DEGREE OF SATISFACTION: I am satisfied/not satisfied with the disposition of my problem/complaint.

_____ Signature _____ Date