



UNITED STATES MARINE CORPS
2D MARINE DIVISION
FLEET MARINE FORCE
PSC BOX 20003
CAMP LEJEUNE NC 28542-0003

DivO 1700.23A
CG
17 May 2023

DIVISION ORDER 1700.23A

From: Commanding General, 2d Marine Division
To: Distribution List

Subj: COMMAND REQUEST MAST PROGRAM

Ref: (a) U. S. Navy Regulations
(b) Marine Corps Manual
(c) MCO 1700.23G
(d) MCO 5210.11F
(e) II MEF 1700.1F

Encl: (1) 2d Marine Division Leadership submission chain
(2) NAVMC 11296 Request Mast Form (Rev. 05-19)
(3) Request Mast Tracker Example

1. Situation. This Order promulgates Request Mast policy and procedures for 2d Marine Division (2d MarDiv). Any conflict between Reference (c) and this Order should be resolved in favor of Reference (c).

2. Cancellation. DivO 1700.23.

3. Mission. To preserve the right of every Marine and Sailor to seek assistance from, or communicate grievances directly to their Commanding Officer (CO) up to and including a Commanding General within the chain of command at the same base or immediate geographical location, as established in Reference (a) (Articles 0820c and 1151.1) and Reference (b) (paragraph 2805). This includes both the right of a uniformed member to communicate directly with their CO, normally accomplished in person, and the requirement for the CO to consider the matter and personally respond to the petitioner.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. This Order is to be used by all uniformed members of this command for the purpose of implementing Reference (c) within 2d MarDiv. These programs will be published on official organizational read-boards and SharePoint websites, and commanders will ensure all personnel are informed of its contents.

(2) Concept of Operations

(a) Request Mast provides a Marine or Sailor the opportunity to communicate not only with their immediate CO, but also with any superior commander in the chain of command up to and include the Commanding General, 2d MarDiv.

(b) Request Mast applications (NAVMC 11296) will be submitted, in writing, via the chain of command to the commander with whom the Marine or Sailor is requesting an audience. The NAVMC

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11296 may be hand or digitally signed and has expandable text boxes where Marines or Sailors and commanders can enter data pertaining to the Request Mast.

(c) Individual petitioners may opt to Request Mast to the next higher level of command by initiating the Request Mast application through their immediate chain of command. With any Request Mast application, sealed or open, each level of command will offer to address the petitioner's request, but must do so without intimidation.

b. Tasks

(1) Commanding Generals/Commanding Officers

(a) Institute and maintain a commander's Request Mast program consistent with this Order and Reference (c). All personnel will review Reference (c) in its entirety before acting on a Request Mast petition.

(b) Publish clarifying information to all members of your command regarding unique command relationships which affect how Request Mast applications are routed from the requester to the responding CO or Commanding General.

(c) Notify the Commanding General via the Command Inspector General (CIG) if a Request Mast is denied. Within five working days of the denial, forward a report explaining the basis for the denial, and affirmation that the Marine or Sailor understands why the request was denied.

1. Only the commander to whom a Marine or Sailor requested mast may deny a Request Mast application.

2. When there are other appropriate forms of redress, explain to the Marine or Sailor why the Request Mast is denied and advise the Service Member as to the proper avenue of redress. The commander will annotate that the Request Mast was denied in Part II, Section 9 and state the reason explained to the Service Member for the denial in Part II, Section 10 of NAVMC Form 11296, "Marine Corps Request Mast Application."

(d) Offer to process and resolve a Marine's or Sailor's Request Mast no more than one working day from when the request is presented to when the Marine or Sailor has an audience with the commander. This applies at each level of the command. Explanations for delay will be provided in writing on the NAVMC 11296 and acknowledged by the commander and the service member, in accordance with Reference (c).

(e) Forward the Request Mast to the next higher commander for consideration and appropriate action when matters are beyond a commander's authority to resolve.

(f) Ensure the Marine or Sailor submitting the Request Mast is briefed on their rights associated with retaliation. Exercise appropriate disciplinary or administrative action if a Marine commits or attempts to interfere with or engage in acts of reprisal against any Marine or Sailor exercising their right to Request Mast.

(g) Administratively support Marines or Sailors in the production and submission of the NAVMC 11296.

(h) Maintain accountability of Request Mast petitions to ensure they are resolved in a timely manner, that the disposition is being executed, and that no adverse or prejudicial action befall Marines or Sailors that Request Mast.

(2) Command Inspector General

(a) Provide administrative assistance to the Commanding General, commanders, and uniformed personnel in the submission and processing of Request Masts within 2d MarDiv as delineated in this Order.

(b) Facilitate the administrative processing of Request Mast petitions addressed to respective commanders within 2d MarDiv.

1. The Division Commander may authorize a specified individual (i.e. a CIG) to act as the Commanding General's Request Mast Reviewing Authority (RMRA), to include review of petitions that are sealed and marked "to be opened by the Commanding General only."

2. A RMRA may neither respond to nor deny a Request Mast on my behalf but may make appropriate recommendations that pertain to the Request Mast application.

3. A RMRA may consult with the Marine or Sailor requesting mast to provide administrative support and ensure the NAVMC 11296 is correctly and sufficiently developed.

c. Coordinating Instructions

(1) Members of this command exercising Request Mast will conform to Reference (c), which describes the Request Mast process and procedural aspects, and to Enclosure (1), which describes the unique procedural elements of this command's Request Mast program.

(2) A Request Mast to a superior commander within 2d MarDiv will not be denied by a subordinate commander.

(3) Marines and Sailors will be afforded the opportunity to Request Mast in person unless extraordinary circumstances preclude such an appearance. The Assistant Division Commander will receive the Request Mast when the Commanding General is not available and is assigned as acting.

(4) Reference (c) describes the process and procedural aspects of the Request Mast program and is the single Request Mast directive for the Marine Corps. Command Request Mast Orders are not required to be produced or published. However, specific elements of a given Request Mast program, such as unique processes based on the geographic separation of subordinate units, will be promulgated in local command Request Mast programs.

(5) The criteria for denying a request application is described in detail in Chapter 1, Paragraph 4 of Reference (c), and includes:

(a) Actions under the Uniform Code of Military Justice, such as using Request Mast as a means of collateral attack against the findings or punishment resulting from disciplinary action.

(b) Involuntary administrative separations, whether in progress or final.

(c) Ongoing Article 138 or 1150 investigations; Commanders should consult with their supporting staff judge advocate in such instances.

(6) A Marine or Sailor is not required to disclose the subject of the Request Mast to anyone in the chain of command except to the commander with whom the Service Member is Requesting Mast.

(7) The senior local commander within the Service Member's chain of command will forward the Request Mast application intended for a commander not located on the same base or geographic location as the Service Member requesting mast. The Request Mast should then be addressed with the Marine or Sailor in person, by telephone, or in writing, as deemed appropriate by the commander addressed in the Request Mast.

(8) Marines or Sailors who are confined in correctional facilities have the right to Request Mast. A Request Mast marked "to be opened by the commanding officer/Commanding General only" will not be opened by correctional facility personnel. Only the commanding officer, Commanding General, or if applicable, the designated RMRA may open a Request Mast labeled "to be opened by the commanding officer/Commanding General only."

(9) Leaders other than commanders in the petitioner's chain of command authorized to try to resolve a Request Mast will not placate, delay, or postpone a Request Mast petition to address the issue at their level. Once a petitioner has conveyed a request to his or her immediate chain of command, that leader will immediately assist the petitioner in filling out the NAVMC 11296 and will escort the petitioner to the point of contact designated to receive the Request Mast. No one in the chain of command has the authority to address a Request Mast except the CO or officer properly designated as "Acting CO" in the unit CO's absence.

5. Administration and Logistics

a. Records Management

(1) Records created because of this Order will be managed according to National Archives and Records Administration (NARA) approved dispositions per SECNAV M-5210.1 to ensure proper maintenance, use, accessibility, and preservation, regardless of format or medium. Refer to MCO 5210.11F for Marine Corps records management policy and procedures.

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

(3) The command will manage Request Mast records in accordance with record schedule 1000-34. Records schedules may be located at: [https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information Management/Approved/Record/Schedules/Forms/AllItems.aspx](https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information%20Management/Approved/Record/Schedules/Forms/AllItems.aspx).

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 will be respected and protected. The DON's need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities will be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of PII will be in accordance with the Privacy Act of 1974, as implemented per SECNAVINST 5211.5E.

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

d. Functional Area Checklist. The Request Mast functional area checklist can be referenced at:
<https://www.igmc.marines.mil/Units/Inspections-Division/Functional-Area-Checklists-FACs/>

6. Command and Signal

a. Command. This Order is applicable to all uniformed members of this command and will be supported by civilian supervisors as appropriate.

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


C. L. WORTH II.

DISTRIBUTION: A

2D MARINE DIVISION LEADERSHIP SUBMISSION CHAIN

Regiments with Subordinate Battalions



Options of Personnel to submit a Request Mast Form with



Independent Battalions

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://doic.defense.gov/Privacy/SORN/index/DOO-Component-Article-View/Article/570364/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, <input type="text"/> , certify the statements in blocks 6 and 7 are true.			
Signature: <input type="text"/>		Date: <input type="text"/>	

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)

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)

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)

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.)

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

Commander

- ☐ **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

Commanders Request Mast Tracker and Follow-Up Procedures

ENCLOSURE (3)

ENCLOSURE (3)