



**UNITED STATES MARINE CORPS**  
U.S. MARINE CORPS FORCES CENTRAL COMMAND  
7115 SOUTH BOUNDARY BOULEVARD  
MACDILL AIR FORCE BASE, FLORIDA 33621-5101

IN REPLY REFER TO:  
1700.23G  
SgtMaj

**3 SEP 2020**

U.S. MARINE CORPS FORCES, CENTRAL COMMAND POLICY LETTER 11-20

From: Commander, U.S. Marine Corps Forces, Central Command  
To: Distribution List

Subj: U.S. MARINE CORPS FORCES, CENTRAL COMMAND REQUEST MAST

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

Encl: (1) MARCENT Request Mast Routing Template  
(2) NAVMC 11296 Rev 5-19

1. Situation. Per the references, this Policy is the Initiating Directive for the Commander's Request Mast Program for U.S. Marine Corps Forces, Central Command.

2. Cancellation. MARCENTO 1700.23A.

3. Mission. To preserve the right of all uniformed members 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 uniformed members to communicate directly with the Commander, normally in person, and requires the Commander to fully consider the matter and personally respond to the requestor.

4. Execution.

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. All uniformed members of this command will be familiar with this policy and the procedures contained herein and in the references. This policy shall be posted on official organizational bulletin boards and the command's internet website and share-point portal. All personnel shall be informed of its contents via above mentioned means and annual Request Mast training.

(2) Concept of Operations. Request Mast applications shall be submitted in writing using NAVMC Form 11296 Rev 5-19 via the chain of command to the commander with whom the Request Mast is desired. There should be no more than one working day delay at any level of command.

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.

Subj: U.S. MARINE CORPS FORCES, CENTRAL COMMAND REQUEST MAST

b. Tasks

(1) Headquarters Company shall:

(a) First Sergeant, Headquarters Company will facilitate the processing of all Request Mast applications.

(b) Company Commander, Headquarters Company will serve as the first Commander in the Request Mast chain of command.

(c) Ensure that this policy, its guiding Marine Corps Order and Navy and Marine Corps Directive, and an ample supply of blank applications are posted on appropriate organizational bulletin boards that are readily available to all personnel.

(d) Ensure that the content and prescribed procedures are reiterated during appropriate new join and annual training venues.

(2) Leaders at all levels shall:

(a) Ensure Request Mast familiarity and awareness of attendant directives.

(b) Without delay, facilitate Request Mast applicants requesting an audience with the appropriate commander in order to preserve the member's right to Request Mast.

(c) Personnel outside the official chain of command shall not conduct Request Mast.

(3) MARCENT Chief of Staff (as the Principal Assistant) shall:

(a) Serve as the Second Commander in the Request Mast chain of command.

(b) Serve as the Commander's Subject Matter Expert and advisor on issues relating to and processing of Request Mast.

(4) MARCENT Sergeant Major shall serve as the Commander's Subject Matter Expert and advisor on issues relating to and processing of Request Mast.

(5) Command Inspector General shall:

(a) Manage Request Mast records in accordance with record schedule 1000-34.

(b) Designated as the RMRA to review and make appropriate recommendations pertaining to Request Mast petitions addressed to

Subj: U.S. MARINE CORPS FORCES, CENTRAL COMMAND REQUEST MAST

COMUSMARCENT. However, the CIG may neither respond to, nor deny a Request Mast on behalf of COMUSMARCENT.

(b) Properly safeguard and maintain all Request Mast records.

(6) Staff Judge Advocate shall:

(a) Advise the Commander on the disposition of Request Mast applications.

(b) Assist in the conduct of investigations, as necessary.

c. Timelines. Request Mast timelines shall be in accordance with reference (a).

(1) Request Mast shall be conducted at the earliest reasonable time. In general, there should be no more than one working day delay at any level of command. Any attempt to impede a Request Mast may be subject to disciplinary action, including the Marine requesting mast.

(2) Commanders shall address emergency cases as soon as initially submitted. To determine whether a Request Mast is an emergency case, among other things, consider (1) whether the member is subject to an ongoing hardship (e.g., delay in receiving pay); (2) the severity of hardship, if any; and (3) if the issue will remain unresolved upon a certain date, time, or expected event in the immediate future (e.g., denial of a request for leave to attend a relative's funeral).

(3) In cases where the Request Mast is not addressed immediately (i.e., non-emergency cases presented at the end of the day/work week that can be reasonably dealt with on the following work day), the reason for the delay shall be explained to the member Requesting Mast and acknowledged in writing by both the Commanding Officer or Commander and the member on the NAVMC form 11296.

(4) Explanations for delay must be provided to the member and forwarded via the chain of command.

(5) If matters cannot or should not be resolved using the Request Mast program due to other appropriate forms of redress, then the denial, reason for denial, and appropriate means of redress shall be explained to the Marine and captured on NAVMC Form 11296.

(6) Only the commander with whom the Marine is requesting an audience can deny a Request Mast.

(7) The authority to deny a Request Mast includes authority to refuse to further process the Request Mast. Whenever the Commanding Officer or COS, denies a Request Mast specifically addressed to

Subj: U.S. MARINE CORPS FORCES, CENTRAL COMMAND REQUEST MAST

himself or herself, he or she shall, within a reasonable time (usually one week), forward a report of such action and the basis thereof to Commander, MARCENT, Attn: Command Inspector General via the chain of command.

(8) A Marine does not have to disclose the subject of the Request Mast to anyone in the chain of command except to the commander with whom the Marine is requesting mast.

(9) This Policy 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.

d. Coordinating Instructions. All members of this command exercising their right to Request Mast shall do so in accordance with the references, which describe the Request Mast process and procedures, as well as this policy letter.

(1) U.S. Marine Corps Forces Central Command points of contact to initiate a Request Mast application:

(a) Enlisted. Sergeant Major, U.S. Marine Corps Forces Central Command, 7115 South Boundary Boulevard, Building 535, MacDill AFB, FL 33621-5101, (813) 827-4006.

(b) Enlisted. First Sergeant, Headquarters Company, Building 1102, MacDill AFB, FL 33621-5101, (813) 827-4361.

(c) Officers. Company Commander, Headquarters Company, Building 1102, MacDill AFB, FL 33621-5101, (813) 827-4363.

(2) Request Mast chain of command for U.S. Marine Corps Forces Central Command:

(a) HQCO Company Commander, Headquarters Company, Building 1102, MacDill AFB, FL 33621-5101, (813) 827-4363.

(b) Chief of Staff (as the Principal Assistant), U.S. Marine Corps Forces Central Command, 7115 South Boundary Boulevard, Building 535, MacDill AFB, FL 33621-5101, (813) 827-4002.

(c) Commander, U.S. Marine Corps Forces Central Command, 7115 South Boundary Boulevard, Building 535, MacDill AFB, FL 33621-5101, (813) 827-4005.

(3) All units that fall under this command for Request Mast purposes are:

Subj: U.S. MARINE CORPS FORCES, CENTRAL COMMAND REQUEST MAST

(a) All MARCENT MCE's (MCE-A, MCE-B, MCE-J, MCE-K, and MCE-Q)

(b) MCTM-UAE

(c) GLT-RSM

(4) Routing Procedures. Routing procedures for Request Mast petitions to Commander, MARCENT are described in enclosure 1.

5. Administration and Logistics

a. Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (PII) may result in both civil and criminal penalties.

b. Records Management. All Request Mast documentation will be retained at the appropriate level for 2 years.

c. Forms Management. NAVMC 11296 may be located on Naval Forms Online at: <https://forms.documentservices.dla.mil/order/>, from the Command Inspector General, or on the Command Inspector General's Share Point page.

6. Command and Signal

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

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

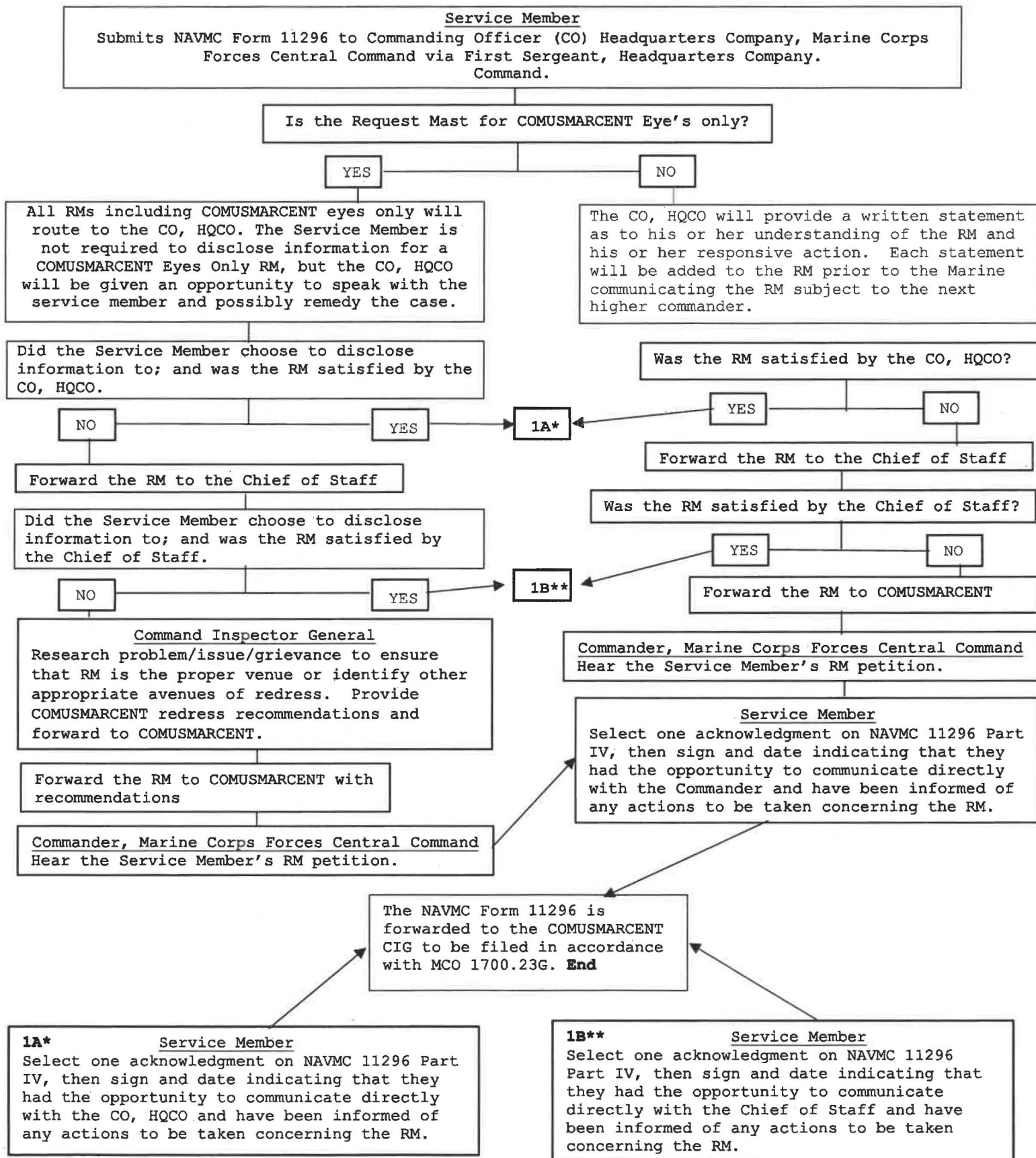
  
C. E. MUNDY III

Distribution List: A



# MARINE CORPS FORCES CENTRAL COMMAND REQUEST MAST ROUTING

The following diagram illustrates the uninterrupted document flow for Request Mast (RM) to Commander, U.S. Marine Corps Forces, Central Command



**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/>.

**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: 

Encl (2)

**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

Subject Matter Disclosed? ☐ Yes ☐ NoForward? ☐ Yes ☐ NoDenied (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

Subject Matter Disclosed? ☐ Yes ☐ NoForward? ☐ Yes ☐ NoDenied (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

Subject Matter Disclosed? ☐ Yes ☐ NoForward? ☐ Yes ☐ NoDenied (if named in 5a.)? ☐ Yes ☐ No

Remarks: (Detail attempts to process or resolve)

Signature:

Date:

9d. IMMEDIATE COMMANDING GENERAL :

Forwarded (if applicable) ☐ Yes ☐ NoDenied? ☐ 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: \_\_\_\_\_

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 \_\_\_\_\_