DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
2 NAVY ANNEX
WASHINGTON, DC 20380-1775

IN REPLY REFER TO
CMC-IG
27 Feb 95

WHITE LETTER NO. 03-95

From: Commandant of the Marine Corps
To: All General Officers
All Commanding Officers
All Officers in Charge

Subj: REQUEST MAST

1. One of the unique tenets of our Corps is the right of every Marine to be heard at request mast. While this right allows the individual to communicate a grievance or seek assistance, it is also an opportunity for those in the chain of command to exercise positive leadership. Additionally, request mast is useful in providing commanders firsthand insight into the morale and welfare of their command. The request mast procedure is one of our long-standing traditions and reflects the steadfast commitment by the Marine Corps to "take care of our own."

2. Of deep concern to me are reports I have received of junior Marines who are reluctant to request mast because of fears of retaliation from within their chain of command. Whether valid or perceived, this kind of mistrust can adversely affect morale and mission performance. Any degree of retribution against an individual who requests mast is unacceptable, and must be dealt with surely and swiftly. The sanctity of the request mast process is the responsibility of each and every Marine in a leadership position.

3. MCO 1700.23D, the latest revision of the request mast order, has been published under the staff cognizance of the Inspector General of the Marine Corps and contains additional guidance on request mast policy and procedures. I ask each of you to review it thoroughly. Furthermore, it is imperative you ensure the necessary command policies, procedures and instructions are in place so that all personnel understand the request mast system.

4. The fair and expeditious handling of any request mast is an inherent part of the special trust and confidence I place in each Marine leader. When they have a problem, real or perceived, our young men and women deserve our best advice and counsel. I expect nothing less.

C. E. MUNDY, JR.