

2d MAW PAC Complaint Flow Chart



COA1: Anonymous Complaints

- Typically received via organizational hotlines or advice lines, CIG websites, the HQMC IG Hotline/Website
- IG related PAC will be processed via Formal Complaint Resolution
- Forward information to the EOA for documentation
- When sufficient information exists, process via Formal Complaint Resolution by the CO
- When sufficient information does not exist to investigate, CO shall document receipt with a memorandum for the record and no further action is required

COA2: Confidential Complaints

- Complainant **will** submit a NAVMC 11512 to an EOA
- EOA **will** forward to HQMC MPE
- EOA **will** engage with the complainant for 90 days
- On 91st day Complainant can move complaint to 1) Informal, 2) Formal or 3) do nothing and it goes away
- Complaint **will** not be investigated **unless safety concern**
- Commanders will not be notified of any confidential report or of any PII
- Servicing EOA may share quarterly number of confidential reports of SH with Commanders upon request

Complaint Submitted NAVMC 11512

- EOA conducts intake
- EOA conducts Safety Assessment
- Incident must occur within 90 days
- Complainants choice for resolution method
- EOA has **3 days** to forward to command

COA 3: Informal Conflict Management

- EOA opens DASH/M-RIT case number
- Forwards to Command for acceptance and GCMCA Notification / CCIR reporting within **3 days or 72 hours**
- Initiated by EOA
- Not permitted for Quid Pro Quo (sexual harassment)

***30 days**

Document Outcome on NAVMC 11512

- Include accurate account of actions taken to resolve complaint
- Commander & Complainant signs to acknowledge if the issue has been resolved
- EOA uploads complaint in DASH/M-RIT
- If not resolved in 30 days, Complainant may choose to submit a formal complaint

COA 4: Formal Complaint Resolution

- EOA opens DASH/M-RIT case number
- Forwards to Command for acceptance and GCMCA Notification / CCIR reporting within **3 days or 72 hours**
- CO initiates a command investigation
- Appoints IO outside of command
- Subject Notified via NAVMC 11513
- **Sexual Harassment MUST be forwarded to the O-6+ Commander**
- **Officer misconduct to the CG**

Case Closure

- EOA uploads all required documents into DASH/M-RIT
- **Notify Appellant**
- **Second appeal available for sexual harassment & prohibited discrimination**

GCMCA Review

- Accept Appeal OR
- Final Endorsement

Right to Appeal

- Within 30 days
- Must be submitted in writing to GCMCA and form specific basis under MCO 5354.1G, Chap 6, para 12 or Ch 7, para 4 (SH)

Appoint Investigating Officer (IO)

IO shall consult EOA and SJA prior to beginning investigation.

Non-Sexual Harassment: Completed within 30 days

Sexual Harassment: Completed within 14 days

- IO must meet with EOA & SJA
- CI extensions may be granted when necessary
- Extensions requests must be made to O-6+ Commander
- For all extensions, updates must be provided every 14 days
- Final CI sent to SJA & EOA for review

SJA completes Legal Sufficiency Review

CO – Disposition Decision

- **Substantiate / Unsubstantiate Complaint**
- Dismissal – if a relevant basis under MCO 5354.1G, Ch 6 exists
- CO endorses investigation
- CO completes NAVMC 11512 for disposition
- Route for Endorsements

Notify Complainant & Subject

- Command notifies Complainant via NAVMC 11512
- Command notifies Subjects via NAVMC 11513
- Offers option for either party to have a supervised review
- Issue any administrative action as applicable

*The above COAs are applicable for harassment, bullying, hazing, prohibited discrimination, and sexual harassment complaints. Wrongful Distribution or Broadcast of Intimate Image are reported to NCIS/OSTC.