



UNITED STATES MARINE CORPS  
2D MARINE AIRCRAFT WING  
II MARINE EXPEDITIONARY FORCE  
POSTAL SERVICE CENTER BOX 8050  
CHERRY POINT, NC 28533-0050

IN REPLY REFER TO:

WgO 1700.2A  
CIG

MAR 12 2020

2D MARINE AIRCRAFT WING ORDER 1700.2A

From: Commanding General, 2d Marine Aircraft Wing  
To: Distribution List

Subj: REQUEST MAST PROCEDURES

Ref: (a) MCO 1700.23G  
(b) U.S. Navy Regulations  
(c) Marine Corps Manual

Encl: (1) Petitioner's guide to submitting a request mast  
(2) Request mast to the 2d Marine Aircraft Wing  
Commanding General  
(3) NAVMC 11296 Example

1. Situation. This order is to promulgate the 2d Marine Aircraft Wing's (2d MAW) Commanding General (CG) Request Mast Program. This order will issue instructions regarding the procedures for requesting mast within 2d MAW and will expand the guidelines set forth in the references.

2. Cancellation. WgO 1700.2

3. Mission. To preserve the right of uniformed members to directly communicate grievances to, or seek assistance from, their Commanding Officer (CO) or CG as exercised through the formal process of request mast. Request mast, as established in ref (b), articles 0820c and 1151.1 and ref (c) paragraph 2805, includes both the right of uniformed members to communicate directly with his or her commander and the requirement that the commander considers the matter and personally responds to the petitioner.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. This order, in conjunction with ref (a), is to be utilized by all uniformed members of this command for the purpose of exercising request mast within 2d MAW. All personnel shall be informed of the contents of this order and the MCO, however only the MCO is required to be posted within the command.

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

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(2) Concept of Operations. Utilizing enclosure (3) (Rev. 05-19), request mast applications will be submitted in writing via the chain of command to the commander who exercises request mast authority. Request mast provides a Marine or Sailor the opportunity to communicate not only with his or her immediate commander, but also with any superior commander in the chain of command up to and including the uniformed member's CG. Although uniformed members may be granted the privilege of forwarding a request mast application beyond their immediate CG, there is no vested right to do so. Individual petitioners may opt to request mast to the next higher level of command by initiating the request mast application through their immediate commander. With any request mast application, sealed or open, each level of command will offer to address the petitioner's request. If the request mast application is sealed by the petitioner, addressed to a higher level CO, then the petitioner if wishes to skip, should document their attempt to resolve the request mast on a separate 11296 page 2 and attach it to the sealed envelope. The 2d MAW CG may at his or her discretion endorse and forward to a higher command in cases that cannot be addressed at the 2d MAW level.

b. Subordinate Element Missions

(1) Commanders

(a) Institute and maintain a commander's request mast program.

(b) Ensure all personnel are familiar with the request mast policy and procedures contained in this order. Ensure ref (c) is posted on organizational bulletin/read boards, or websites and are readily available to all personnel within your command. As a best practice, it is recommended to provide the blank enclosure (3) in the same location as the request mast order with an example provided on how to complete enclosure (3).

(c) Any request mast denied by the commander identified in block 5a of enclosure (3) will forward a copy of the completed request mast to the 2d MAW Command Inspector General (CIG) within five working days. A request mast addressed to a superior commander may not be denied by a subordinate commander.

(d) Establish, monitor, and document follow-up procedures to ensure that each request mast is processed in a timely manner and all follow-up action(s) are completed. There is no timeline established on follow-up action(s). Unless directed by a superior commander, subordinate commanders are not required to conduct follow-up on petitioners requesting an audience with a higher level commander. Commanders are not required to monitor or follow up with a Marine/Sailor that has departed his/her command.

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(e) In the event of a commanding general inspection (CGI), it is not necessary to publish a bulletin announcing the availability of the CIG to conduct request mast for the CG. ~~The CIG is not authorized to act as a request mast agent for the CG.~~

(2) Leaders at all levels

(a) Ensure request mast familiarity and awareness of attendant directives.

(b) Facilitate getting request mast petitioners an audience with the appropriate commander without delay in order to ensure the issues can be addressed in an appropriate and timely manner, usually within 24 hours at each command level.

(c) Leaders, subordinate to the commander, in or outside of the chain of command, will not placate, delay or postpone a request mast petition in an attempt to address the issue at your level. Once a petitioner has conveyed a request mast to his or her immediate chain of command, the focus of your attention is to immediately assist this person in filling out enclosure (3) and escorting him or her to the unit sergeant major/senior enlisted advisor, (SgtMaj/SEA) or executive officer (XO). No one in the chain of command has the authority to address a request mast except the commander or XO in an acting position. Once the application is filled out, signed and dated by the petitioner, it becomes an official document, and the commander must then take appropriate action. Commanders will establish a procedure where the petitioner and the subject of request mast remain confidential to the chain of command. This could be accomplished by utilizing such methods as; sealed for "CO's Eyes Only", verbally instructing through training that a Marine/Sailor may deliver the request mast directly to the SgtMaj/SEA or XO as appropriate.

(3) CIG

(a) Provide administrative assistance to commanders and uniformed personnel in the submission and processing of a request mast within 2d MAW as delineated in the enclosures.

(b) Administratively facilitate and schedule the processing of request mast petitions addressed to the CG 2d MAW or higher.

(c) During the request mast process act as an advisor and recorder for the CG and provide follow up actions as deemed appropriate or directed by the CG.

(d) Act as the repository for all files, maintain a tracking system of petitioners and provide follow up actions to the CG and or the petitioner.

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c. Coordinating Instructions. Leaders at all levels will coordinate the process of request mast via the chain of command to ensure timeliness of action.

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5. Administration and Logistics. Submit all recommendations concerning this order in general to the 2d MAW CIG.

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 it is signed.



K. S. HECKL

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Petitioner's Guide to submitting a Request Mast

**What are the applicable statutes/regulations?**

The right of all Marine Corps/Navy uniformed members to directly communicate grievances to, or seek assistance from, their CO is established in U.S. Navy Regulations, Articles 0820c and 1151.1, and the Marine Corps Manual, paragraph 2805. This right is exercised through the formal process of request mast promulgated in MCO 1700.23G.

**What is Request Mast?**

Request mast includes both the right of the uniformed member to communicate directly with his/her CO, normally in person, and the requirement that the CO to consider the matter and respond to the petitioner. Request mast provides the petitioner the opportunity to communicate not only with his/her immediate CO, but also with any superior CO in the chain of command up to and including the member's immediate CG. Request mast also provides a CO with firsthand knowledge of the morale and general welfare of the command.

**Who can Request Mast?**

All Marine Corps/Navy uniformed members have the right to request mast to his/her CO. Although not required, it is a best practice to seek guidance and possible resolution utilizing your chain of command prior to officially requesting mast.

**Can a CO deny a request mast application?**

A CO may deny a request mast application if there is another specific avenue of redress available to the petitioner. Disciplinary action whether contemplated, pending, in progress; final and involuntary administrative separations are two of the most common reasons for denying request mast. However, the CO should explain to the member why he/she denied the request mast application and explain the proper avenue of redress.

**What are some issues that are not appropriate for Request Mast?**

Generally a uniformed member can speak to their CO about any subject; however, the member cannot use request mast for the following reasons:

- Request mast should not be used as a means of attacking the proceedings, punishment, or findings and sentence resulting from a disciplinary action brought under the Uniform Code of Military Justice (UCMJ).
- Request mast may not be used to harass, avoid duty, or intentionally interfere with the COs ability to carry out the functions and mission of the command.
- Request mast cannot be used if the member is being processed for involuntary separation or if the subject of the complaint is an ongoing Article 138, UCMJ, or Article 1150, Navy Regulations.

ENCLOSURE (1 )

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**How do I submit a request mast application?** Complete the request mast application form NAVMC 11296 (Rev 05-19) per part I below, and by following the example in enclosure (3); then submit it through the chain of command, or deliver it directly to the CO via the unit SgtMaj/SEA.

**Preparing to request mast.** If all efforts to resolve an issue have been exhausted, a request mast may be initiated. Not all issues or complaints can be resolved via a request mast. There are many issues Marines consider request mast issues that can be resolved by other means. Read MCO 1700.23G for clarification concerning what issues are appropriate for request mast.

Immediate commanders should be afforded an opportunity to address an open request mast. If the complaint is concerning the immediate commander, then the application should be addressed to the next higher commander. For the request to remain confidential, the petitioner may seal the application to be seen by either your immediate or a higher level commander. Although not knowing the content, the immediate commander is required to offer his/her assistant prior to delivering it to the next level commander. If the name of the commander you are seeking for resolution is the 2d MAW CG, see enclosure (2) of this order.

**Note:** Any interference with a Marine's right to request mast or any attempt of reprisal against a Marine who has requested mast is prohibited. No Marine may suppress, or attempt to suppress another Marine's ability to initiate request mast. Any attempted violation, or solicitation of another to violate this order by interfering with a Marine's right to request mast, subjects involved members to disciplinary action under Article 92 of the UCMJ.

**Part I: Request: Completed by Petitioner**

If assistance is required in filling out the NAVMC 11296, use your immediate supervisor or chain of command.

1. Blocks 1-4: Provide your Name, Rank, EDIPI, and your Unit.
2. Blocks 5a-b: Provide the name, rank and command of the CO/CG with whom you desire to communicate.
3. Block 6: Describe the grievance or problem. Include any information relevant to your matter, including names, dates, witnesses and if the complaint has been previously reported. Attach additional sheets, as needed.
4. Block 7: Clearly describe the resolution you are seeking. Attach additional sheets, as needed.

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**Part II: Commanders' Engagement**

5. ~~Blocks 9a-d:~~ Beginning with the first commander in the chain of command, he/she will attempt to address the requested matter and resolution. Request mast is the principal means for a Marine to formally seek assistance from, or communicate a grievance to his or her commander. Be open when speaking with the commander when identifying the issue, complaint or concern. Additionally, be specific when the commander asks about your expected outcome. If your request mast was directed toward a higher level commander, you may choose to withdraw your request mast and allow the subordinate commander to address your concerns.

**Part III: Commander's Final Disposition**

6. Block 10: CO's comments concerning the final disposition.

**Part IV: Petitioner's Acknowledgement of Final Disposition**

7. Block 11: Initial the appropriate statement and sign the request mast. This section is to be initialed and signed by the petitioner **after** the commander has completed the final disposition. The petitioner is acknowledging that the process of request mast was met and completed, not that they are necessarily satisfied or dissatisfied with the outcome. The commander does not have to grant a face-to-face audience. Direct communication with your CO can be delivered in a plethora of ways.

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2d MAW COMMAND-SPECIFIC ELEMENTS FOR REQUEST MAST  
TO THE CG, 2d MAW

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1. Marines and Sailors of 2d MAW, wishing to request mast to the CG, will complete a request mast application, NAVMC form 11296. Utilize this document to articulate your request and desired resolution. You may attach additional written statements and supporting documents if needed to clarify your request. The statement may also include a list of witnesses with a summary of the expected testimony of each witness. Your request mast package must include a summary of responsive actions taken by each commander in the chain of command. Your commander will provide this information.

2. Each intermediate commander, down to the company level, that the petitioner reveals the request mast subject, or if sealed, will document on page 2 of the NAVMC 11296 events as to their understanding of the request mast and what action was taken or offered to satisfy the petitioner. If appropriate, add additional documentation concerning the petitioner; i.e., legal documents, 6105s or page 11 entries, "AA" forms, etc. Include these statements or documents with the request mast prior to the petitioner communicating the request mast subject to the next higher commander. Request mast applications addressed to the CG, 2d MAW and received by the CIG that do not contain lower commander statements will be returned to the unit for their awareness and the opportunity to address the request mast.

3. If the petitioner wishes not to reveal the subject of their request mast to a subordinate commander in the chain of command, the petitioner will place the request mast application with all documentation in a sealed envelope marked, "to be opened by the CG only". The petitioner must include inside the package an explanatory statement as to why the subject has not been revealed and why they believe the subordinate commander cannot address their issue. Each intermediate commander will offer to address the petitioner's request mast. If the offer is accepted the commander will open the sealed request mast and address the issue with the petitioner. The commander will document on page 2 of the NAVMC 11296 that the petitioner allowed the commander to open the sealed envelope and what action was taken. If the offer is not accepted, the commander will document utilizing a separate page 2 of a NAVMC 11296 referencing the offer to assist and thus establishing the appropriate timeline, 24 hours at each level. Once action at the Group command level or Marine Wing Headquarters Squadron-2 is complete, the envelope with all command documentation will be delivered to the 2d MAW CIG's office.

4. Once action is completed by the CG, the petitioner will initial the appropriate statement in Part IV of the NAVMC Form 11296 indicating that he or she has had the opportunity to communicate directly with the CG and has been informed of any actions taken, or to be taken by the CG regarding the request mast. Lower commanders are only responsible for maintaining their portion of the request mast documentation. Note: the petitioner's initial and signature is not

ENCLOSURE ( 2 )



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an acknowledgement of satisfaction or dissatisfaction with the outcome, but merely that the process of request mast was met.

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5. Due to remote unit locations of some 2d MAW commands, request mast may be processed telephonically or via video conferencing. This means of communicating a request mast petition does not authorize deviation from elements outlined in this order. If a request mast petition must be forwarded in this manner, coordination must first occur with the 2d MAW CIG.

6. When a request mast addressed to a higher commander is resolved by a subordinate commander, the petitioner will initial on page 3, Part IV of the NAVMC 11296 indicating that he or she is satisfied with the action taken at the lower level and has chosen to voluntarily withdraw the request mast addressed to the CG. The commander addressing the request mast will print their name and command in the appropriate statement block and provide a detailed explanation of actions taken on page 2 or page 3 as appropriate.

7. When establishing internal request mast procedures, the 2d MAW CG may authorize a request mast to be reviewed by the 2d MAW CIG, to include sealed request mast. In these situations the following considerations apply:

a. The 2d MAW CIG may neither respond to nor deny a request mast on behalf of the CG, but may make appropriate recommendations pertaining to the request mast.

b. Any lawful communication made to the 2d MAW CIG will also constitute a protected communication under the Military Whistleblower Protection Act. Therefore, in addition to the protection afforded to a Marine or Sailor for exercising his or her right to request mast under U.S. Navy Regulations and this U.S. Code Section 1034, Military Whistleblower Protection Act, as implemented by SECNAVINST 5370.7C, Military Whistleblower Protection.

8. The 2d MAW CIG is located in Bldg 1, 2nd floor, Room 2106, Cherry Point, NC 28533, (252) 466-4676.

**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://dpcid.defense.gov/Privacy/SORNsindex/DOD-Component-Article-View/Article/570354/n05041-1/.](http://dpcid.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:
Marine, Joe C	LCpl	1234567890

4. UNIT:  
Marine Aircraft Group 14

5. I REQUEST MAST WITH: (The Commander with whom you desire to communicate)

5a. NAME OF COMMANDER (Rank, Full Name)	5b. COMMAND:
LtCol Smith Hancock	Marine Attack Squadron 231

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).

Brief explanation of summary of events.

7. REQUESTED RESOLUTION: (Clearly describe the resolution you seek from the Commander named in block 5a.)

Brief resolution desired.

8. AFFIDAVIT:

I,  , certify the statements in blocks 6 and 7 are true.

Signature:

Date:

**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
	Smith Hancock	LtCol	CO	VMA 231

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	Rank	Billet	Command/Unit Name
	John Hanson	Mai	XO	VMA 231

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	Rank	Billet	Command/Unit Name

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.)

Commanders will utilize this section only to document the Final Disposition on actions taken.

**NOTES:**

- \*If the action taken can be completed the same day, document action(s) taken, and there is no need to utilize page 2.
- \* If the action cannot be completed the same day, utilize page 2 to document the time-line and proposed action(s) to be taken. Also utilize the Request Mast follow up/tracker to document actions in progress.
- \* The Commander and the applicant do not sign page 3 until all action(s) are complete.

Signature:		Date:	
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**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:	
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Witness Signature:		Date:	
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Print Name (Witness)	Rank	Command/Unit Name
Bradley Brown	SgtMai	VMA 731