



UNITED STATES MARINE CORPS

4TH MARINE REGIMENT
3D MARINE DIVISION, FMF
UNIT 35970
FPO AP 96389-5970

RegtO 1700.23D

CO

11 APR 2024

REGIMENTAL ORDER 1700.23D

From: Commanding officer

To: Distribution List

Subj: INITIATING DIRECTIVE FOR REQUEST MAST

Ref: (a) MCO 1700.23G

(b) DivO 170023C

Encl: (1) Command Specific Elements Pertaining to Request Mast

1. Situation. U.S. Navy Regulations (articles 0802c and 1511.1) and the Marine Corps Manual (paragraph 2805 established the Request Mast process. Request Mast includes the service member's right to communicate with the commander (normally in person) and the requirement that the commander considers the matter and personally responds to the Request Mast program. This order provides amplifying guidance to the references and serves as the initiating directive for request as required by reference (a).

2. Cancellation. RegtO 1700.23C

3. Mission. 4th Marine Regiment implements a Request Mast process, in accordance with the references to preserve the right of its service members to directly communicate grievances to, or seek assistance from, their Commanding Officer.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. This order is to be utilized by all members of 4th Marine Regiment for the purpose of exercising Request Mast with the Commanding Officer. This order will be published, and all personnel will be informed of its content.

(a) Purpose. To preserve the right of every service member to directly seek assistance from or communicate grievances to their Commanding Officer and/or their Commanding General.

(b) Method. Posting of request Mast procedures throughout 4th Marine Regiment as

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well as educating our service members on these procedures during professional military education sessions, training, and in-briefs.

(c) Endstate. Service members informed of the Request Mast process and their right to Request Mast. The command takes timely actions on all Request Mast packages per the references.

(2) Task

(a) Subordinate Leaders

1. Once a service member expresses a desire to Request Mast, direct all efforts thereafter toward getting the service member before the Commander identified in Block 5a, to whom the Request Mast is addressed via chain of command outlined in enclosure (1).

2. Subordinate leaders shall not delay the Request Mast process or try to address the issue themselves.

(b) Commander

1. Meet with the service member Requesting Mast and attempt to resolve the issue.

2. Complete Part II, 9a of the NAVMC 11296.

3. Focus on the subject of the Request Mast and not on the requested remedy/outcome. The Request Mast should address the subject and attempt to resolve the problem rather than reach an arbitrary level of satisfaction with the applicant.

4. Post this order within workspaces and ensure availability to all personnel.

5. Establish and monitor follow-up procedures to ensure each Request Mast issue is resolved in a timely manner. Ensure no adverse or prejudicial action is taken on any service member or infringes the service member's right to Request Mast.

(c) Regimental Sergeant Major

1. Serve as the Request Mast Program coordinator.

2. Ensure all Request Masts are processed in a timely, thorough manner and in accordance with this order and the references.

3. Conduct Quarterly Request Mast reconciliation meetings to ensure correct administration and precludes retaliation or protected communications violations.

b. Coordinating Instructions

(1) Request Mast to Commanding General. Service members have the right to Request Mast to their immediate Commanding General as detailed in chapter 4 of reference (a).

(2) Open Request Mast. In an open Request Mast, the service member openly discusses the subject of the Request Mast with all commanders until final disposition. This is the preferred approach since each commander within the chain of command has the opportunity to resolve the issue. If the process requires action by the Commanding General, O-6 commanders will forward the Request Mast package through the Command Inspector General for Commanding General's consideration.

(3) Sealed Request Mast. A sealed request Mast provides the service member with the ability to address an issue with a senior commander without the requirement reveal the subject matter to intermediate Commanders.

(a) Missed Opportunities for Resolution. A sealed Request Mast addressed to a specific Commanding Officer or to the Commanding General may be appropriate in some circumstances. However, the desire to meet with a particular official often blinds applicants from the true focus of the process, resolution of the grievance. A sealed Request Mast precludes the opportunity for subordinate commanders to address a problem. Further, the commander who receives the sealed Request Mast could deny the petition, thereby negating any action since the service member elected to exclude subordinate commanders from the solution.

(b) Sealed Envelope. Service members will place the request mast in a sealed manila envelope labeled "To be opened by the commanding officer (unit name) only" or "To be opened by the commanding general only" as outline in chapter 3, paragraph 2 of references (a).

(c) Explanatory Statement. Service members will include an explanatory statement on the NAVMC 11296 within the sealed envelope addressing the complaint as specified in chapter 3, paragraph 2.a of reference (a).

(d) NAVMC 11296. Service members will complete part 1 of the NAVMC 11296 with the date submitted to the first commander in chain of command and place it in the sealed envelope.

(4) Chain of Command. Request mast does not negate the chain of command. Service members will submit request mast applications through the chain of command outlined in enclosure (1). Service members will meet with each commander subordinate to that listed in Block 5A of the NAVMC 11296 unless an intermediate commander resolves the issue.

(a) Service members are not required to reveal the subject of a seal Request Mast with subordinate commanders; however, they are encouraged to do so as the goal of the Request Mast is to resolve the grievance. Regardless, commanders at each level of the chain of command will offer to address/resolve issues with the service member. Commanders will ensure completion of Parts II and III of the NAVMC 11296.

(b) Service members are encouraged to attempt to solve grievances with a commander at the lowest level in their chain of command.

(5) Denial of a Request Mast. The Commander identified in Block 5A may deny a Request Mast application if there is another specific avenue to readdress the complaint. Commanders will explain the reason for denial to the service member to complete the Request Mast process. The commander shall annotate the Request Mast was denied in accordance with reference (a).

(6) Timeliness

(a) In general, a Request Mast should be no more than one working day delay at any level of command in accordance with chapter 2, paragraph 3 of reference (a). Explanations for delay must be provided to the service member and forwarded via the chain of command.

(b) Attempts to take action on or suppress a Request Mast prior to action by the commander are a violation of regulations and subject to administrative or judicial action under the Uniform Code of Military Justice.

5. Administration and Logistics

a. Request Mast Package Includes:

(1) NAVMC 11296 Part I completed by the service member. Service member may annotate "See Attached" in Block 6 and add a standard naval letter addendum to outline the nature of the complaint/problem.

(2) NAVMC 11296 Parts II and III from each commander in the applicant's the chain of command (as applicable).

b. NAVMC 11296 Completion

(1) The service member will complete Part I of the NAVMC 11296 and ensure Block 8 reflects the date submitted to the first commander in the chain of command.

(2) Each lower-level commander will fill their corresponding section in Part II along with their understanding in the Request Mast and the action taken to resolve the issue.

(3) Commanders will place a short statement such as "SNM elected not to reveal the subject of the Request Mast" if the applicant elects not to reveal the subject matter.

(4) The service member and a witness will complete Part III of the NAVMC 11296 following action by the commander.

(5) Unless resolved, forward the Request Mast package to the next commander in the chain of command for action.

(6) The Command Inspector General receives all Request Mast Packages addressed to the Commanding General after action by the O-6 level commander in the chain of command.

6. Command and Signal

a. Command. This order is applicable to all service members with 4th Marine Regiment.

b. Signal. The point of contact for questions relating to the Request Mast process is the Regimental Executive Officer for officers and the Regimental Sergeant Major for enlisted personnel.



E. T. CLARK

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COMMAND SPECIFIC ELEMENTS PERTAINING TO REQUEST MAST

1. Command point of contact to initiate a Request Mast application:
 - a. Enlisted: Unit First Sergeants and Sergeants Major will assist enlisted personnel with the preparation of Request Mast applications.
 - b. Officers: Unit Executive Officers will assist officers with preparation of Request Mast applications.
2. Request Mast chain of command for 4th Marine Regiment:
 - a. Immediate commander: Respective Company Commander, Camp Schwab
 - b. Commanders:
 - (1) HQ Company Commander, 4th Marines, Bldg 3509, Camp Schwab
 - (2) UDP-W Battalion Commander, Bldg 3522, Camp Schwab
 - (3) UDP-E Battalion Commander, Bldg 3511, Camp Schwab
 - (4) UDP-H Battalion Commander, Bldg 2617, Camp Hansen
 - (5) AAV Company Commander, Bldg 3213, Camp Schwab
 - (6) LAV Company Commander, Bldg 3511, Camp Schwab
 - c. Next Commander: Commanding Officer, 4th Marine Regiment, Bldg 3509, Camp Schwab
 - d. Immediate Commanding General: Commanding General, 3d Marine Division, Bldg 4211, Camp Courtney.
3. The Command Inspector General for this command is Assistance Chief of Staff G-7, 3d Marine Division, Bldg 4211, Camp Courtney.