



UNITED STATES MARINE CORPS
3D MARINE DIVISION
UNIT 35801
FPO AP 96382-5801

DIVO 5370.1A
CIG

MAY 20 2019

3D MARINE DIVISION ORDER 5370.1A

From: Commanding General, 3d Marine Division
To: Distribution List

Subj: 3D MARINE DIVISION HOTLINE PROGRAM

Ref: (a) DoD Inst 7050.01 DoD Hotline Program
(b) DoD Directive 7050.06, Military Whistleblower Protection
(c) SECNAVINST 5370.7D, Military Whistleblower Protection
(d) MCO 5370.8 Marine Corps Hotline Program
(e) MCO 5430.1A Marine Corps Inspector General Program
(f) MCO 5354.1E w/ Admin CH Prohibited Activities and Conduct Prevention and Response Policy
(g) MCO 5800.16 Legal Support and Administration Manual
(h) Title 18, Chapter 47, U.S.C., Fraud and False Statements
(i) SECNAV M-5210.1, Records Management Manual
(j) 5 U.S.C. Sect 552, Freedom of Information Act (FOIA)
(k) 5 U.S.C. Sect 552a, Privacy Act of 1974
(l) Marine Corps Inspector General Program Assistance Guide, 2009
(m) Inspector General of the Marine Corps Read & Initial 17-01

Encl: (1) Help Make A Difference Poster
(2) 3d Marine Division Inspector General Complaint Form

1. Situation. This Order implements the policies and provisions of references (a) through (m) and reinforces the establishment of the 3d Marine Division (3d MarDiv) Hotline Program.

2. Cancellation. DIVO 5370.1

3. Mission. In accordance with the references, this Order establishes the 3d Marine Division Hotline Program and clarifies the associated roles and responsibilities of the Command Inspector General (CIG) and commanders in order to more effectively combat fraud, waste, abuse of authority, and mismanagement (FWA/M) within 3d MarDiv.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. 3d MarDiv shall demand and enforce the highest ethical and professional standards for its Marines, Sailors, and civilian members. We will fairly and efficiently manage the Division's fiscal, material, and human resources, and thereby exercise conscientious stewardship of taxpayers' dollars and public trust. It is the Marine Corps and 3d MarDiv policy to encourage the identification of shortfalls in these areas and to swiftly correct them. The Hotline Program supports that policy. The Hotline Program is not intended to replace the normal use of the chain of command, the Request Mast process, or other venues of redress annotated in reference (f) associated with prohibited activities and conduct complaints. Instead, it offers an additive conduit through which legitimate concerns may be communicated and elevated, anonymously or confidentially if necessary, to the Commanding General's (CG) direct representative.

(2) Concept of Operations

(a) The Hotline is part of the Department of Defense (DoD) and Inspector General of the Marine Corps (IGMC) Hotline Programs and is considered a DoD Hotline. It is one of 3d MarDiv's primary tools to combat FWA/M in the Division.

(b) The 3d MarDiv CIG is designated as the Hotline Program manager in accordance with reference (d). As the IGMC acts as the "eyes and ears of the Commandant of the Marine Corps (CMC)", the CIG acts as the eyes and ears of the CG of 3d MarDiv and will, therefore, maintain the local command Hotline Program.

(c) In response to Hotline complaints alleging instances of wrongdoing, the CIG and CIG personnel will take appropriate action in a timely and impartial manner. CIG personnel will report the result of such actions and/or inquiries to the appropriate authorities in accordance with the policies and procedures outlined in references (l) and (m). In addition, the CIG will consult with the 3d MarDiv Staff Judge Advocate (SJA) as required for legal review, advice, and, in accordance with reference (g), to provide information regarding officers suspected of possible misconduct or substandard performance of duty.

(d) Hotline complaints may be received in several different ways such as: telephone calls, e-mails, faxes, congressional tasking, higher headquarters tasking, mail, or "walk-ins." Hotline complainants may elect to remain anonymous. Regardless of the source or whether the complainant remains anonymous, all Hotline complaints shall be acted on with the same due diligence as detailed in reference (d).

(e) Per references (b) and (c), "No person may take, or threaten to take, an unfavorable personnel action (including a referral for mental health evaluation), or withhold, or threaten to withhold, a favorable personnel action in reprisal against any member of the Armed Forces for making or preparing to make a protected communication, including an allegation of sexual harassment or unlawful discrimination, to one authorized to receive the communication." A Hotline complaint submitted to the CIG constitutes a protected communication. Individuals who suppress, deny, discourage, delay or threaten reprisal against an individual's right to communicate with CIG personnel may be subject to disciplinary action under the Uniform Code of Military Justice (UCMJ).

(f) Military Whistleblower Reprisal complaints are a type of Hotline complaint requiring special processing and reporting procedures. Instructions for processing such cases are contained in references (b), (c), (d), (e), and (l). As the IGMC is the conduit to the DoD Inspector General, the CIG will notify IGMC immediately upon receipt of any retaliation complaint alleging reprisal or restriction.

(g) Allegations against senior officials (O-7 or above, O-6s selected to O-7, or Senior Executive Service or equivalent personnel) are a special category of Hotline complaint requiring special processing and reporting. Any allegation of serious misconduct by these officials shall be referred, without delay, by the CIG to the IGMC for processing in accordance with reference (d). These complaints will not be entered into the Case Management System (CMS) or its equivalent. The CIG will consult with IGMC regarding reporting procedures and tracking.

b. Tasks

(1) Command Inspector General

(a) The CIG shall establish processes and procedures by which the Division Hotline Program will operate in compliance with references (d) and (l). This includes maintaining access to CMS or its equivalent.

(b) CIG personnel are responsible for properly processing and recording all Hotline complaints, regardless of source, via the automated CMS (or its equivalent) which is maintained and managed by the IGMC. The Hotline case files and CMS data entries managed by the CIG are considered a functional extension and integral part of the Marine Corps Hotline Program. Retention and management of CMS, as well as related documents, shall be maintained in accordance with references (i), (j), and (k).

(c) The IGMC will normally task DoD, Department of the Navy, and Marine Corps level Hotline complaints to the lowest level in the appropriate chain of command with a CIG and the capability to conduct a Hotline inquiry. When so tasked, 3d MarDiv CIG shall capture the results of its inquiry (or investigation) in a Hotline Completion Report (HCR) and submit the HCR to the IGMC for review. HCRs will be completed by CIG personnel in accordance with reference (a), (d), and (m). All HCRs will be reviewed against the following four standards: independence, timeliness, completeness, and accountability. HCRs are exempt from reports control and do not require a report control symbol.

(2) Commanders

(a) Commanders will cooperate fully with the CIG on all Hotline-related inquiries, investigations, and CG-approved corrective actions. Unless otherwise specified, subordinate commands are expected to respond to the CIG within 30 days of the date the CIG referred the issue or allegation to the command for attention. Response will be per the tasking referral letter from the CIG. Any extension request should be communicated with the CIG at the earliest opportunity.

(b) Commanders will ensure this Order and the Division Hotline poster, enclosure (1), are posted prominently on unit read boards. Furthermore, the Hotline posters, with or without the Order, will be posted in barracks and other locations where they will be readily seen by Division personnel. Senior leadership shall be well-versed on this Order and reference (d) in order to provide effective awareness training on the Hotline Program to the Marines, Sailors, and civilian personnel under their charge.

(c) Commanders will guard against retaliation of any sort against any individual filing a Hotline complaint. Any known, reported, or suspected retaliation shall be forwarded to the CIG or Equal Opportunity Advisor (EOA) as appropriate per references (b), (c), (d), (e), and (f).

c. Coordinating Instructions

(1) Hotline complaint submission procedures are outlined in detail in references (a) and (d) as well as in enclosure (2). Enclosure (2) and associated instructions are posted on the AC/S, G-7 portal at: <https://iimef.usmc.mil/gce/3mardiv/Staff/ig/Pages/default.aspx> and under the Hotline Complaint link on 3d Marine Division's internet website at: <https://www.3rdmardiv.marines.mil/Units/Staff-Sections/G7-Inspect/>.

(2) It is important that Hotline complaint allegations include, at a minimum, specific answers to the following questions, providing as much detail as is known per enclosure (2).

- (a) Who is involved? (Subject/ Witnesses)
- (b) What did the subject do or fail to do that was wrong?
- (c) What rule/regulation/law does the complainant think the subject actually violated?
- (d) When did the incident occur?
- (e) Where did the incident take place?

(3) Hotline complainants from 3d MarDiv should utilize the 3d MarDiv CIG contact information in enclosure (1). However, communication with any IG entity is allowable and is considered a protected communication. Submission procedures and formats remain largely the same across the DoD.

(4) Due to geographic proximity and time differences, Marines and Sailors from 3d MarDiv units based in Hawaii may prefer to walk-in or call the IG aboard Marine Corps Base, Hawaii (MCBH), rather than try to reach the Division CIG via phone or e-mail. For this reason, enclosure (1) includes contact information for the MCBH CIG who will assist the complainant procedurally, try to clarify the allegations or issues, and transfer the collected information, via IGMC, to the 3d MarDiv CIG for action. MCBH CIG will provide follow-on assistance as required.

(5) The use of the Hotline Program to file knowingly false complaints is a violation of reference (g) and the UCMJ. Those suspected of willfully and knowingly filing false complaints are subject to prosecution and/or administrative action.

5. Administration and Logistics

a. Updates. This Order and associated enclosures will be updated and redistributed as required.

b. Case Files. All Hotline case files shall be kept in accordance with references (i), (j), and (k). Business rules governing CMS functionality and protocol also apply.

c. Investigative Materials. All investigative materials generated by the CIG, to include, but not limited to HCRs, shall be maintained in a controlled access environment and made available only to those with an official need-to-know in accordance with reference (j). The cognizant release authority for CIG-generated material is the Commanding General of the major subordinate element commanders generating that material. The CIG will coordinate with the SJA regarding release of materials. For all IGMC directed material, IGMC is the release authority.

6. Command and Signal

a. Command. This Order is applicable to all units within 3d MarDiv.

b. Signal. This Order is effective on the date signed.

c. Point of contact for this order is the 3d Marine Division Command Inspector General office at DSN 315-622-9572/7014, or e-mail at: 3dMARDIVIGHotline@usmc.mil or 3divinspectors@usmc.mil.



W. M. JURNERY

DISTRIBUTION: A

HELP MAKE A DIFFERENCE



Report Unsafe Conditions, Misconduct, Impropriety, Mismanagement, and Violations of Law

Contact your Command Inspector General (IG) HOTLINE

3D MarDiv IG:	DSN 315-622-7014	3dMARDIVIGHotline@usmc.mil
III MEF IG:	DSN 315-622-0038	IIIMEFIGHotline@usmc.mil
MCBH IG:	808-257-8852	kbaz_hqbn_insp@usmc.mil
MCI-PAC IG:	DSN 315-645-3267	Inspector.MCBB.fct@usmc.mil
IGMC:	1-866-243-3887*	ORGMB.IGMC.HOTLINE@usmc.mil
Naval IG (Japan):	DSN 315-243-7724	CNFJ.Hotline@fe.navy.mil
Naval IG (DC):	1-800-522-3451*	NAVIGHotlines@navy.mil
DoD IG:	1-800-424-9098*	http://www.dodhotline.dodig.mil/hotline/hotlinecomplaint.html

*800 and 866 #s can be reached from Okinawa DSN lines by dialing 94-8XX-XXX-XXX (Omit the '1')

**3D MARINE DIVISION INSPECTOR GENERAL
COMPLAINT FORM**

**Email: 3divinspectors@usmc.mil
3dMARDIVIGHOTLINE@usmc.mil**

Local Phone # 315-622-7014

Commercial Phone# 011-81-98-954-7014

This form is provided for individuals who do not wish to send their complaint via the internet from an e-mail address. You may print this form, fill in all of the requested information, and send it to the 3d Marine Division Inspector General. If you have not already done so, review the 4-Step Hotline Complaint Process below.

Step 1:	Determine the best method to address your issue.
Step 2:	Review the Frequently Asked Questions (FAQS) so that you will know what to expect when you file a hotline complaint.
Step 3:	Prepare your complaint for submission to a Command Inspector General.
Step 4:	File a complaint with a Command Inspector General.

1. Do you wish to remain anonymous?

Yes No

(If yes, do not identify yourself below)

2. If no, do you want confidentiality?

Yes No

(If yes, identify yourself below. We will not release your name without your consent.)

3. Are you willing to be interviewed?

Yes No

4. Your Name: (no nicknames please)

First -

Last -

Mailing Address:

Address Line 1 -

Address Line 2 -

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Local Phone # 315-622-7014

Commercial Phone# 011-81-98-954-7014

City - _____ State - _____

Zip code - _____ Country - _____

Home Telephone: (Area Code & number) (Include country code, if applicable)

Work Telephone: (Area Code & number) (Include DSN and/or country code, if applicable)

E-Mail Address: _____

5. Who is involved? Include everyone's first and last names, rank/pay grade, and duty station/place of employment. (Attach additional sheets if necessary)

Subject(s): Who performed the wrongdoing?

Witness(es): Who are the witnesses?

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6. What did the subject do or fail to do that was wrong?

7. What rule, regulation or law do you think the subject(s) violated?

8. When did the incident occur? Provide dates and times or "Early 2002," etc

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9. Where did the incident take place? What location, command etc.?

10. Why do you think the incident took place?

11. How have you tried to resolve the problem? Have you contacted your chain of command? Have you contacted your local Command Inspector General? Have you tried to resolve your complaint using an established process such as Bureau of Corrections of Naval Records, Informal Resolution System, EO/EEO or legal system?

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12. What do you want the IG to do?

13. Additional information you wish to provide.
