



UNITED STATES MARINE CORPS  
MARINE CORPS AIR STATION  
BOX 63061  
KANEHOE BAY, HAWAII 96863-3061

IN REPLY REFER TO:  
MCASO 1700.1A  
CO  
10 Oct 19

MARINE CORPS AIR STATION ORDER 1700.1A

From: Commanding Officer, Marine Corps Air Station Kaneohe Bay  
To: Distribution List

Subj: UNIT-LEVEL REQUEST MAST PROCEDURES

Ref: (a) MCO 1700.23G (Request Mast of 26 Jun 19)  
(b) NAVMC 1700.23F (Request Mast Procedures of 22 Mar 07)  
(c) MCBH Base Order 1700.17B (Request Mast of 19 Jul 17)

Encl: (1) MCAS Command-Specific Elements for Request Mast  
(2) NAVMC 11296 Request Mast Form

1. Situation. This Directive identifies reference (a) as the sole order governing Request Mast.
2. Cancellation. MCASO 1740.1V.
3. Mission. To preserve the right of all Marines and Sailors to directly communicate grievances to, or seek assistance from, their Commanding Officers as exercised through the formal process of Request Mast. Request Mast as established in U.S. Navy Regulations (Arts. 0820c and 1151.1) and the Marine Corps Manual (par 2805) includes both the right of the Marine to communicate with the commander, normally in person, and the requirement that the commander consider the matter and personally respond to the Marine/Sailor Requesting Mast.
4. Execution
  - a. Commander's Intent and Concept of Operations
    - (1) Commander's Intent
      - (a) This order is to be utilized by all members of this unit for the purpose of exercising Request Mast with the Commanding Officer/Commanding General. This Order will be published and all personnel will be informed of its contents.
    - (2) Concept of Operations
      - (a) Request Mast applications will be submitted in writing utilizing NAVMC form 11296 via the chain of command to the commander with whom the Request Mast is desired.

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(b) Coordinating Instructions. All members of this unit exercising Request Mast shall do so utilizing the references, which describes the process and procedural aspects of Request Mast and the enclosure, which describes the MCAS specific elements.

5. Administration and Logistics

a. XO/Administration Chief/SgtMaj shall:

(1) Provide administrative assistance as delineated in the enclosures.

(2) Ensure that this directive is posted on all Command Information Boards and readily available to all personnel.

(3) Facilitate the process of Request Mast applications addressed to the commanding general for consideration.

b. OICs/SNCOICs shall:

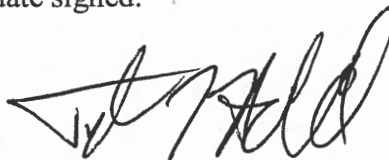
(1) Ensure that all personnel are familiar with this directive and the associated command specific elements.

(2) Facilitate getting Marines in front of the commander in order to execute their right of Request Mast.

6. Command and Signal

a. Command. This Order is applicable to all uniformed members of this unit/command.

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



T. J. HOLLAND

DISTRIBUTION: A

## MCAS COMMAND- SPECIFIC ELEMENTS FOR REQUEST MAST

1. MCAS point of contact to initiate a Request Mast application:
  - a. Enlisted: MCAS Sergeant Major, Building 6823 2<sup>nd</sup> Deck, 2573688
  - b. Officer: Executive Officer, Building 6823 2<sup>nd</sup> Deck, 257-3584
2. Request mast chain of command for MCAS Marines and Sailors:
  - a. Immediate Commander: MCAS Commanding Officer: Building 6823 2<sup>nd</sup> Deck, 257-2086
  - b. Next Commander: MCBH Commanding Officer: MCBH Building 216 2<sup>nd</sup> Deck, 257-7707 (cell 216-7198)
  - c. Next Commander: Commanding General, Marine Corps Installation Pacific: Camp Butler Building 1, Okinawa Japan, 011-81-611-745-2644; DSN 315-645-2644
3. Command Inspector General, MCBH Building 216 1<sup>st</sup> Deck, 257-7716
4. All Requests Masts requiring attention beyond the MCAS Commanding Officer level will be reviewed and evaluated by the MCBH Base Inspector prior to being forwarded to the MCBH Commanding Officer
5. You can obtain more information about Request Mast procedures from the MCAS Legal Officer or the:  
MCBH Staff Judge Advocate/Legal Service Center (Building 215 next to flagpole) 257-0074/4037/4038
6. Information and forms can also be found on the USMC IG website:  
<http://hginet001.hqmc.usmc.mil/ig/index.htm> or on the navy IG website: <http://ig.navy.mil/>

**ENCLOSURE (1)**

## Request Mast Flow Chart

Marine has issue that cannot be resolved using the Informal Resolution System (IRS)

Marine fills out a NAVMC 11296 (Request Mast Application)

If at the end of work day/week, determine if it is an emergency or non-emergency. (Non-emergency may be dealt with on the following business day). If delayed, must be annotated on NAVMC 11296

If not at the end of work day/week, generally resolved in 24 hours

If CO doesn't have authority to address issue, annotate on NAVMC 11296 why not, forward to MCBH CO, and follow up until resolution

If denied, must annotate on NAVMC 11296 and a report submitted to CG via Chain of Command

If CO can address the issue, fills out resolution on the disposition block on NAVMC 11296.

CO determines whether it can be resolved at his level, readdressed, or denied

CO makes every effort to see Marine in person. If unreasonable than by phone, then by letter and annotated on NAVMC 11296 why personal appearance was not achieved

A Request Mast Follow-up Information Sheet is filled out by SgtMaj, XO (in case of CO's absence), or CO to ensure resolution in a timely manner

CO maintains original NAVMC 11296 in Request Mast binder which is safeguarded and kept for 2 years after final disposition. Afford the Marine a copy

**ENCLOSURE (1)**

## 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://dpcld.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:

4. UNIT:

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

5a. NAME OF COMMANDER (Rank, Full Name)

5b. COMMAND:

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)

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

8. AFFIDAVIT:

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

Signature: Date: 

ENCLOSURE 2

**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.)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**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: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name (Witness) \_\_\_\_\_

Rank \_\_\_\_\_

Command/Unit Name \_\_\_\_\_