



**UNITED STATES MARINE CORPS**  
MARINE CORPS UNIVERSITY  
EDUCATION COMMAND  
2076 SOUTH STREET  
QUANTICO, VA 22134-5129

IN REPLY REFER TO:

1700.1C

CG

**18 MAR 2022**

EDUCATION COMMAND ORDER 1700.1C

From: Commanding General, Education Command

To: Distribution List

Subj: REQUEST MAST PROGRAM

Ref: (a) U. S. Navy Regulations of 1990  
(b) Marine Corps Manual  
(c) MCO 1700.23G  
(d) NAVMC Directive 1700.23F  
(e) TECOMO 1700.1B  
(f) BnO 1700.23

Encl: (1) NAVMC 11296 Rev 5-19  
(2) Command Specific Elements for Request Mast  
(3) Request Mast Points of Contact

1. Situation. Request Mast, as established in reference (a), Articles 0820 and 1151.1, and reference (b), paragraph 2805, includes both the right of the service member to communicate with the Commanding Officer (CO) per reference (f), or the Commanding General (CG), normally in person, and the requirement that the CO or CG consider the matter and personally respond to the service member requesting mast.

2. Cancellation. Education Command Order 1700.1B.

3. Mission. To preserve the right of all service members to directly communicate grievances to or seek assistance from their Commanding Officers, as exercised through the formal process of Request Mast.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. This Order will be utilized by all service members of this command for the purpose of exercising request mast with the CG. This Order will be published and all personnel will be informed of its content.

(2) Concept of Operations. Request Mast applications will be submitted in writing utilizing NAVMC Form 11296 via the chain of command to the CG. The format will be similar to the ones used in appendices B and C of reference (d) and this Order.

(a) A copy of the Request Mast policy and a completed Command Specific Elements List, template provided in enclosure (1), will be posted on the troop information board in each organization within Education Command (EDCOM). All personnel will be informed of its content.

(b) All Request Mast cases involving service members will be referred to the Commanding Officer in the administrative chain of command for action. In addition, students are eligible to request mast for any academic issues. In the event the Request Mast cannot be resolved at that level, it will then be elevated to the CG, EDCOM for resolution.

(c) Students attending resident school at the SNCOA in Quantico, Camp Lejeune, Camp Pendleton, Hawaii, 29 Palms, and Okinawa are eligible to Request Mast for academic issues to CG, EDCOM.

(d) The first CG in the chain of command is the CG, EDCOM. However, per reference (e), in situations where the Commander of EDCOM is not a General Officer or an officer granted General Court Martial Convening Authority, the first CG in the chain of command whom a military member can request mast will be the CG of Training and Education Command (TECOM).

(e) For Commanding General Eyes Only Request Mast procedures, NAVMC Form 11296 will be enclosed and sealed and directed to Commanding General EDCOM as per reference (c). For organizations outside of the Quantico area, such as outlying schools and stations, an email addressed and sent to the Commanding General EDCOM will include NAVMC Form 11296.

(f) Request Mast procedures will be communicated to all hands at annual training events at a minimum. For organizations outside of Quantico, Request Mast procedures training material will be sent with instructions to train all hands at those sites with documentation of the training event and those trained (memorandum for the record). The University website will include Request Mast policy for information and will be posted on all campus information boards as required.

(g) If a Request Mast grievance is denied, the appropriate command will document the reason for denial and the next step to address the grievance.

(h) All Request Masts that are received will be documented in the Request Mast Program Binder in the custody of the Sergeant Major. The entry will include the date the Request Mast was received, heard, and any discrepancies with regard to time. A follow up will be completed by the Sergeant Major with individual filing Request Mast on a periodic basis (30,60, 90 days) to ensure any acts of reprisals are documented.

b. This order is applicable to Marines in the following organizations under EDCOM:

(1) Expeditionary Warfare School

- (2) Command and Staff College
- (3) School of Advanced Warfighting
- (4) Marine Corps War College
- (5) College of Enlisted Military Education (includes all academies)
- (6) College of Distance Education and Training
- (7) Lejeune Leadership Institute
- (8) Gray Research Center
- (9) Marine Corps History Division
- (10) National Museum of the Marine Corps

(11) All Marine faculty and students assigned to Naval Postgraduate School, U. S. Army War College, Air War College, U. S. Army Command and General Staff College, U. S. Army Career Level Schools, and CMC Fellows.

b. Command points of contact to initiate Request Mast applications for EDCOM service members aboard Quantico:

(1) Enlisted: First Sergeant, Training and Education Company (TECo); Sergeant Major, Headquarters and Service Battalion (H&S Bn); Sergeant Major, EDCOM.

(2) Officer: Executive Officer, TECo; Executive Officer, H&S Bn; Chief of Staff, EDCOM.

c. Coordinating Instructions. All EDCOM service members exercising Request Mast shall do so utilizing references (d), (e), this Order, and enclosure (1).

5. Administration and Logistics. The Command Inspector General (CIG), TECOM is authorized to review a Request Mast addressed to the CG, EDCOM and make appropriate recommendations pertaining to the Request Mast application. The CIG is not authorized to respond to or deny a Request Mast on behalf of the CG, EDCOM.

a. EDCOM (Vice Presidents) and Directors shall:

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

(2) Facilitate the process of Request Mast applications addressed to the CO or CG, EDCOM for consideration.

(3) Facilitate scheduling their service members to see the CO or CG in order to execute their right of Request Mast.

6. Command and Signal

- a. Command. This Order is applicable to all military members of this command.
- b. Signal. This Order is effective the date signed.



W. M. FIELD

DISTRIBUTION: A  
Copy to: CIG, TECOM  
H&S Bn, MCB Quantico

**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/>.

**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:

**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

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

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.)

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

COMMAND SPECIFIC ELEMENTS FOR REQUEST MAST

1. Command points of contact to initiate Request Mast applications for EDCOM service members aboard Quantico:
  - a. Enlisted: First Sergeant, Training and Education Company (TECo); Sergeant Major, Headquarters and Service Battalion (H&S Bn); Sergeant Major, EDCOM.
  - b. Officer: Executive Officer, TECo; Executive Officer, H&S Bn; Chief of Staff, EDCOM.
2. Request Mast chain of command for EDCOM service members assigned aboard Quantico is:
  - a. Immediate Commanding Officer: Commanding Officer, TECo.
  - b. Next Level Commanding Officer: Commanding Officer, H&S Bn.
  - c. Immediate Commanding General: Commanding General, EDCOM.
3. Education Command units who fall under his Request Mast Initiating Directive are:
  - a. Expeditionary Warfare School.
  - b. Command and Staff College.
  - c. School of Advanced Warfighting.
  - d. Marine Corps War College.
  - e. College of Enlisted Military Education
  - f. College of Distance Education and Learning.
  - g. Lejeune Leadership Institute.
  - h. History Division and Gray Research Center.
  - i. National Museum of the Marine Corps.
4. Additional Instructions. All Request Masts with the CG, EDCOM should be forwarded as expeditiously as possible to the CIG following the guidance in chapter 4 of reference (d). Reference (d), Appendix C requires the command to identify by name, billet, rank, location and phone number, the points of contact to initiate a Request Mast and the Request Mast chain of command. To comply with this requirement the CIG will publish a list of these individuals via separate document, and update this list as changes occur.

**ENCLOSURE (2)**



REQUEST MAST POINTS OF CONTACT AND COMMANDERS  
FOR  
EDUCATION COMMAND HEADQUARTERS MILITARY STAFF PERSONNEL

1. This list of points of contact will be placed in work spaces and barracks areas to assist in preparation of request masts:

ENLISTED

First Sergeant TECOM: (703) 784-6057/Bldg 2006

Sergeant Major Headquarters and Service Battalion: (703) 784-2264/Bldg 2006

Sergeant Major Education Command: (703) 784-6943/Bldg 2076

OFFICER

Executive Officer Headquarters and Service Battalion: (703) 784-2264/Bldg 2006

Chief of Staff Education Command: (703) 784-2105/Bldg 2076

COMMANDERS

Immediate Commanding Officer, CO TECOM: (703) 784-2901/Bldg 2006

Next Commanding Officer, CO, Headquarters and Service Battalion: (703) 784-2264/Bldg 2006

Immediate Commanding General, CG, Education Command: (703) 784-2105/Bldg 2076

Command Inspector General, Training and Education Command: (703) 784-3073/Bldg 1019

**ENCLOSURE (3)**