



UNITED STATES MARINE CORPS  
2D MARINE LOGISTICS GROUP  
II MARINE EXPEDITIONARY FORCE  
PSC BOX 20002  
CAMP LEJEUNE, NORTH CAROLINA 28542-0002

2DMLGO 5370.1  
CIG'

**JUL 23 2013**

2D MARINE LOGISTICS GROUP ORDER 5370.1

From: Command General  
To: Distribution List

Subj: HOTLINE PROGRAM

Ref: (a) MCO 5370.8  
(b) MCO 5430.1  
(c) IGMC Assistance & Investigations Manual

Encl: (1) Options and Information  
(2) Complaint Form

1. Situation. Reference (a) requires that 2d Marine Logistics Group (2d MLG) maintain a local Hotline Program for the purpose of reporting and investigating fraud, waste and mismanagement (FWM). In accordance with reference (b), this command's Hotline Program will be established and maintained by the 2d MLG Command Inspector General (CIG).

2. Mission. This Order establishes the 2d MLG Hotline Program and identifies the role of the CIG, concerning the same, in order to support the Marine Corps policy of combating FWM.

3. Execution.

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. The 2d MLG CIG Program is an alternative to the normal chain of command for Marines, Sailors, and civilian personnel, with concerns or allegations dealing with inefficiency, misconduct, abuse of authority, impropriety, mismanagement, or violations of law. I expect all Commander's to fully support this important program and to work diligently with the CIG to resolve all such issues and allegations.

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

(2) Concept of Operations

(a) As indicated above, the CIG is formally designated as the 2d MLG Hotline Program Manager.

(b) 2d MLG Marines, Sailors and civilians shall demand and enforce the highest ethical standards, fairly and efficiently manage resources and people, and exercise proper fiduciary responsibilities over taxpayers' dollars. It is 2d MLG Policy to encourage the identification of problems in these areas and to swiftly correct them. The Hotline Program is designed to address these areas and to eliminate FWM by identifying specific problems and potential solutions.

(c) CIG personnel will timely and impartially respond to substantive allegations of FWM through appropriate inquiry. Additionally, in accordance with reference (c), CIG personnel will report the result of such inquiries to appropriate personnel and authorities.

(d) The 2d MLG Hotline Program is not designed to bypass the chain of command. Neither is it a complaint venue for which there is an alternate method of resolution, such as legal assistance, request mast or the Board of Corrections for Naval Records (BCNR). Rather, the Hotline Program is offered as an alternate venue to surface and resolve issues at the 2d MLG level, outside the normal chain of command, or when other resources have been exhausted or are not trusted.

(e) Hotline Program complaints may be received in several ways, including: telephone calls, e-mail, FAX, mail and walk-ins. Hotline complainants may elect to remain anonymous. Regardless of the source or whether the complainant remains anonymous, all Hotline Program complaints shall be acted upon with the same due diligence as set forth in reference (c).

b. Tasks(1) CIG, 2d MLG

(a) Establish and update, as necessary, processes and procedures for implementation of the 2d MLG Hotline Program in accordance with references (a) and (c).

(b) Maintain the web-based Case Management System (CMS) established by the Inspector General of the Marine Corps (IGMC); ensure all 2d MLG Hotline cases are entered into the

CMS.

(c) Ensure prompt, responsible, and impartial processing of hotline allegations in accordance with the policies and guidance provided in references (a) and (c), and other updated guidance provided by the IGMC.

(d) Assist Commanders with enhancing personnel awareness of the 2d MLG Hotline Program through the development and distribution of FWM information pamphlets and posters which provide basic procedural guidance for filing a complaint.

(e) Ensure that "Special Category Hotline Complaints," as described in reference (a), including "military whistleblower reprisal complaints" and "allegations against senior officials" are processed in coordination with the IGMC (as required by reference (a)).

(2) Commanding Officers

(a) Ensure all personnel are encouraged to report suspected cases of fraud, waste and mismanagement without fear of reprisal.

(b) Provide assistance to the CIG in conducting inquiries or investigation into alleged cases of fraud, waste, abuse and mismanagement; ensure all such inquiries and investigations are conducted by experienced and qualified individuals and completed in a timely and thorough manner.

(c) Ensure all incidents of a criminal nature are reported to the appropriate military criminal law enforcement agency for investigation.

(3) Staff Judge Advocate (SJA)

(a) Provide legal advice and assistance to the CIG, as necessary, or as requested.

(b) Conduct appropriate "legal sufficiency" reviews of completed inquiries and investigations, as required, in accordance with reference (c) guidance.

c. Coordinating Instructions

(1) Hotline compliant submission options and related information are identified in enclosure (1).

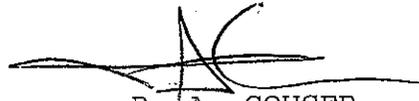
(1) Enclosure (2) is the "2d MLG Complaint Form" which should be used to organize and submit a written complaint.

4. Administration and Logistics. Recommendations for changes, additions or deletions to this Order should be submitted to this Headquarters (Command Inspector General) via the chain of command.

5. Command and Signal

a. Command. This Order is applicable to all personnel assigned or attached to 2d MLG.

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

  
R. A. COUSER  
Acting

DISTRIBUTION: A

**OPTIONS AND INFORMATION**

1. Options. The following are options for submitting 2d MLG Hotline Program complaints:

- a. Telephone Contact: (910)451-1711
- b. Email: 2d\_mlg\_inspector\_g-7@usmc.mil
- c. Fax: (910)451-5020
- d. Walk-in: 2d MLG CIG Office: Bldg 316, Room 239,  
G Street, Camp Lejeune, NC 28542-0002
- e. Mailing Address: Command Inspector General  
2d Marine Logistics Group  
PSC Box 20002  
Camp Lejeune, NC 28542-0002

2. Information

a. Complainants may elect to **remain anonymous** but will not receive information concerning the resolution of their complaint.

b. Complainants **may elect confidentiality** in the handling of their complaint, however, complete confidentiality cannot be guaranteed.

c. Complaints received from **third party complainants** will not receive final disposition information due to Privacy Act concerns unless the subject (i.e., alleged wrongdoer) of the complaint provides a signed Privacy Act release form.

d. Complaints received of a **criminal nature** will be forwarded to the appropriate law enforcement agency for action.

e. Cases involving reported **abuse of dependents** will be reported to Family Services.

f. Substantive fraud, waste, abuse and mismanagement allegations will normally be examined within the existing 2d MLG command structure, at a minimum, of one level above the alleged subject, except in those instances in which a conflict-of-interest would render such action inappropriate.

g. Although no time constraints exist on the submission of

hotline complaints, submission should normally be made within 90 days of the date of the alleged wrongdoing.

h. Because experience has shown that written complaints are more organized, provide more relevant detail and save time, all complaints should be submitted using the hotline complaint form, attached at enclosure (2) to this Order. This form is also accessible via the 2d MLG Command Inspector General webpage at: [www.2ndmlg.marines.mil](http://www.2ndmlg.marines.mil).

i. Prior to submitting a hotline complaint, the complainant is always encouraged to attempt to resolve the issue through their chain of command.

j. Not all complaints are CIG appropriate matters and may be referred as follows:

<b>TYPE OF COMPLAINT</b>	<b>REFERRAL AGENCY</b>
Administrative Separation	Refer to local admin offices or MMOA/MMEA
Appeal of Fitrep	Refer to BCNR
Article 138, UCMJ (Complaint of Wrong)	Refer to legal channels
Article 15 (NJP), Letter of Reprimand or Censure (other than discrimination/reprisal)	Refer to chain of command or Area Defense counsel, or HQMC JAM
Assignment matters, Reserve	Refer to MARFORRES
Assignment matters, Active	Refer to MMEA/MMOA
Change in instructions, regulation or current polices	Refer to appropriate HQMC agency
Claims against the government	Refer to SJA
Command-directed Investigations	Refer to command for CDI process issues, refer to chain of command or ADC for CDI corrective actions.
Correction of Military Record	Refer to BCNR
Elimination of Training	Refer to Training Command
Hazardous Working Conditions	Refer to safety channels
Landlord or tenant disputes	Refer to chain of command
Medical treatment	Refer to USN Health Services
Military Equal Opportunity and Treatment Issues	Refer to local Military Equal Opportunity Office
Misuse or abuse of government vehicles	Refer to command
Punishment under UCMJ	Refer to area Defense Counsel or HQMC JAM

Re-enlistment matters, USMC	Refer to MMEA
Support of dependents and private indebtedness	Refer to subject's commander or DFAS
Tri-care complaints	Refer to Tri-care Benefits Services Office
Unprofessional Relationships/Adultery	Refer to command

# COMPLAINT FORM

This form is provide for individuals who wish to submit a complaint by email, internet, fax, or postal. You may print this form, fill in all of the requested information, and send it to the 2d MLG, CIG.

**Email:** 2d\_MLG\_INSPECTOR\_G-7@USMC.MIL

**Hotline Complaint #:** (910) 451-1711

**FAX #:** (910) 451-5020

**Address:** PSC Box 20002

Camp Lejeune, NC 28542-0002

**1. Do you wish to remain anonymous?**

Yes  No

NOTE: If yes, do not identify yourself below.

**2. If no, do you want confidentiality?**

Yes  No

NOTE: 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:** (Please do not use nicknames.)

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

**Contact Information:**

Street Address/PO Box: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

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)

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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# COMPLAINT FORM

6. **Subject(s):** Who performed the wrongdoing?

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7. **Witness(es):** Who are the witnesses?

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

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

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

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

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# COMPLAINT FORM

**12. Why do you think the incident took place?**

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**13. 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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**14. What do you want the IG to do?**

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**15. Additional information you wish to provide.**

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