



UNITED STATES MARINE CORPS
MARINE CORPS BASE
QUANTICO, VIRGINIA 22134-5001

MCBO 7510.2
B 051
28 Jun 12

MARINE CORPS BASE ORDER 7510.2

From: Commander
To: Distribution List

Subj: SOP FOR THE MCBQ (MARINE CORPS BASE, QUANTICO) "HOTLINE"
PROGRAM

Ref: (a) MCO 5370.8
(b) IGMC Assistance and Investigations Manual

Encl: (1) Quantico Inspector General Hotline Complaint Form

1. Situation. To establish and provide guidelines for a local "HOTLINE" Program to address complaints, answer questions on a wide range of interests, and to look into reports of suspected cases of fraud, waste, abuse, and mismanagement.

2. Summary of Revision. This Revision contains a significant number of changes and should be reviewed in its entirety.

3. Mission. Reference (a) requires the establishment of a local "HOTLINE" program to report and remedy fraud, waste, abuse, and mismanagement. This "HOTLINE" should ensure freedom from retribution for the individual filing the complaint. The Marine Corps is committed to an aggressive program to reduce instances of fraud, waste, abuse, and mismanagement. The goal of an effective hotline program is to preclude even the slightest impression of impropriety in the handling of our manpower, materials, and money. In order to accomplish this task, a direct line of communication must be maintained between responsible officials and concerned individuals. The MCB "HOTLINE" provides this direct line of communication for this Command.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. The "HOTLINE" Program is a functional component of the MCB Quantico Command Inspector General (CIG). Accordingly, the "HOTLINE" Program is the

28 Jun 12

primary tool for the CIG in combating fraud, waste, abuse, and mismanagement and is open to all military personnel and civilians. Those personnel with complaints, who are members of Commands aboard the Base that have an Inspector General within their own command, will be advised to address their complaints through their CIG.

(2) Concept of Operations

(a) Complaints, questions, and reports of suspected fraud, waste, abuse, and mismanagement may be submitted by calling the "HOTLINE" telephone number at (703) 784-2392, office walk-ins, via regular mail, via fax machine, or using the CIG Website link at:

<http://www.quantico.usmc.mil/activities/display.aspx?PID=429&Section=CI>. During normal working hours, representatives in the Inspector's office will answer the telephone or sit down with the complainant and record the complaint using the hotline worksheet contained at the enclosure. During non-duty hours, or when personnel are not available to answer the telephone, callers will be provided detailed instructions to leave a voice mail message.

(b) The information received shall be handled in strict confidence. Individuals may remain anonymous, although it is preferred that a means be provided by which CIG officials may contact the complainant for further information or clarification, if needed.

(c) CIG personnel are to investigate situations reported via the "HOTLINE" to determine if there actually is a case or a basis for the complaint. CIG personnel will take appropriate action in response to substantive allegations of fraud, waste, abuse, or mismanagement reported via the "HOTLINE" in a timely and impartial manner and report the result of such inquiries to the appropriate authorities in accordance with the policies and procedures established in reference (b). In order to ensure a thorough investigation, the following information should be provided:

(1) The item, incident, event, or procedure and the reason it is considered to be a complaint or a case of fraud, waste, abuse, or mismanagement.

(2) The original source of the information (i.e., another person, personal observation, etc.).

28 Jun 12

(3) When the incident occurred, or, if the problem is ongoing, the length of time the operation has been in effect (i.e., last Tuesday at 10:15, or continuous/ongoing for "x" time, etc.).

(4) Where the incident occurred or the location where the operation is being conducted.

(5) What organization and/or individual(s) are believed to be involved.

(6) Identification of the individual submitting the complaint (name, unit, and telephone number) is not required. However, if this information is given, it provides the CIG a means of obtaining additional information or clarification, if needed.

(d) If the complainant has provided their name, they can call the CIG's office and request the status of their complaint. A follow-up or final response will be made to the complainant upon completion of the investigation or research into the complaint.

(e) Information submitted in good faith is appreciated. When determined by the CIG and/or the Chief of Staff (CS) to be potential interest and benefit to the greater MCNCRC and Quantico community, the issue will be considered for publication in the Quantico Sentry. In such cases, the identity of the complainant will remain anonymous and the CIG will attempt to notify the complainant that the issue is being considered for possible publication.

(f) Military and civilian personnel matters, which are more appropriately addressed via the chain of command, such as request mast, or grievance procedures (i.e. equal opportunity, equal employment opportunity, workman's compensation, etc.), will not be addressed via the "HOTLINE" Program. Other information received that is not within the purview of this Order will not be investigated using procedures established for "HOTLINE" action. In these cases, the complainant will be referred to the appropriate source for addressing their concerns. Reports of these types of complaints will be filed with no further action.

5. Action

a. CIG. Assume staff cognizance of the "HOTLINE" program and ensure strict compliance with references (a) and (b).

28 Jun 12

b. Public Affairs Officer. Coordinate with the CIG, functional area manager, and C/S to determine the merits of publishing information in the Quantico Sentry that would be of an informative and educational nature to all hands.

c. Addressees. Cooperate fully by rendering assistance, as required, during investigations of complaints or suspected cases of fraud, waste, abuse, and mismanagement.

6. Administration and Logistics

a. All hotline case files with supporting documentation will be filed and maintained in accordance with the references.

b. Hotline completion reports and associated papers will be maintained in a secure environment and made available only to those with an official need to know.

/s/

R. L. ANDERSON
Chief of Staff

DISTRIBUTION: A

Quantico Inspector General Hotline Complaint Form

For use by the CIG Office for telephonic complaints or walk-ins.

Fill in all of the requested information.

1. Do you wish to remain anonymous?

Yes (If yes, do not identify yourself below)

No

2. If no, do you want confidentiality?

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

No

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 _____

City _____

State _____

Zip code _____

Country _____

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

28 Jun 12

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 is/are the witness(es)?

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?

ENCLOSURE (1)

28 Jun 12

8. When did the incident occur? Provide dates and times or "Early 2008," etc.

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 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?

12. What do you want the IG to do?

13. Additional information you wish to provide.

ENCLOSURE (1)