



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

MCBO 7510.2
B 051
23 Sep 14

MARINE CORPS BASE ORDER 7510.2 w/Ch1

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

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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 via the MCINCR/MCBQ "HOTLINE" telephone number at (703) 784-2392, office walk-ins during normal working hours; regular mail to - COMMANDER, Marine Corps Base, Office of the Inspector (B 051), 3250 Catlin Avenue Suite 116, Quantico VA 22134-5001, via fax (703) 784-3326, or follow the instructions online at: <http://www.quantico.usmc.mil/OfficeStaff/CommandInspectorGeneral.aspx>.

(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.).

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(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 MCNCR 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).

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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/

A. D. BROUGHTON
Chief of Staff

DISTRIBUTION: A



Marine Corps Installations-National Capital Region/MCB Quantico HOTLINE COMPLAINT FORM

Mail to: Commander, Marine Corps Base
Attention: Command Inspector (B051)
3250 Catlin Ave Suite 116
Quantico, VA 22134-5001

Email: mcincr-ig-hotline@usmc.mil FAX #: (703) 784-3326

Date: _____

1. Do you wish to remain anonymous?

Yes No

(If yes, do not identify yourself below)

(If no, identify yourself below. We will make every effort to protect your identity from disclosure; however, we cannot guarantee confidentiality since disclosure may be required during an investigation or in the course of corrective action.)

2. Your Name: (no nicknames, include maiden name if applicable)

First - _____ MI: _____ Last - _____
Rank/Grade - _____

Address: _____ State: _____
City: _____
Zip code - _____ Country - _____

Home Telephone: (Area Code & number)

Work Telephone: (Area Code & number)

E-Mail Address: _____

3. Have you previously contacted the Inspector General of the Marine Corps, Department of Defense Inspector General or any US Congressmen's Office concerning this complaint?

Yes No Inspector General of the Marine Corps Date: _____

Yes No DoD Inspector General Date: _____

Yes No Congressional Office Date: _____

Provide the action taken by the office(s) listed above, if any:



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

Subject(s): Who performed the wrongdoing?

Witness(es): Who are the witnesses?

5. What did the subject(s) do or fail to do that was wrong?

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

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

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



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HOTLINE COMPLAINT FORM

9. Why do you think the incident took place?

10. 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?

11. What would you like the IG to do?

12. Signature/Acknowledgement.

I certify that all of the statements made in this complaint are true, complete, and correct, to the best of my knowledge. I understand that a false statement or concealment of a material fact is a criminal offense (18 U.S.C. § 1001; Inspector General Act of 1978, As Amended, §7).

Signature or Acknowledgement: _____ Date: _____