



UNITED STATES MARINE CORPS  
MARINE CORPS INSTALLATIONS NATIONAL CAPITAL REGION  
MARINE CORPS BASE QUANTICO  
3250 CATLIN AVENUE  
QUANTICO, VIRGINIA 22134-5001

IN REPLY REFER TO:  
MCINCR-MCBQO 7510.2C  
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25 Nov 2020

MARINE CORPS INSTALLATIONS NATIONAL CAPITAL REGION - MARINE CORPS BASE  
QUANTICO ORDER 7510.2C

From: Commander, Marine Corps Installations National Capital Region-  
Marine Corps Base Quantico  
To: Distribution List  
Subj: MARINE CORPS INSTALLATIONS NATIONAL CAPITAL REGION - MARINE CORPS  
BASE QUANTICO HOTLINE PROGRAM  
Ref: (a) DoDI 7050.01  
(b) SECNAVINST 5370.5C  
(c) MCO 5370.8A  
(d) MCO 5430.1A

1. Situation. To provide guidelines for a command Hotline Program for Marine Corps Installations National Capital Region - Marine Corps Base Quantico (MCINCR-MCBQ) 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. Mission. References (a) through (d) require the establishment of a local Hotline Program to report and remedy fraud, waste, abuse, and mismanagement.

a. This "Hotline" should ensure freedom from retribution for the individual filing the complaint. Individuals, to include military or Department of the Navy civilian personnel and civilian Federal employees, who file a complaint with the Command Inspector General are protected from reprisal and retaliation per reference (b).

b. The Marine Corps is committed to an aggressive program to reduce instances of fraud, waste, abuse and mismanagement (FWA/M). The goal of an effective Hotline Program is to preclude even the slightest impression or appearance of impropriety in the handling of our manpower, materials, and financial assets. In order to accomplish this task, a direct line of communication must be maintained between responsible officials and concerned individuals. The MCINCR-MCBQ Hotline Program provides this direct line of communication for this Command.

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### 3. Execution

#### a. Commander's Intent and Concept of Operations

(1) Commander's Intent. The Hotline Program is a functional component of the MCINCR-MCBQ Command Inspector General (CIG). Accordingly, the Hotline Program is the primary tool for the CIG to receive complaints and information to combat fraud, waste, abuse, and mismanagement (FWA/M) and is available to all military personnel and civilians (whether Federal employees, dependents or otherwise). Complaints received that are not within the authority of the Commander, MCINCR-MCBQ will be referred to the appropriate CIG or the Inspector General of the Marine Corps (IGMC) for disposition.

#### (2) Concept of Operations

(a) Complaints, questions, and reports of suspected FWA/M may be submitted in the following manner:

1 Calling the CIG Hotline telephone number of (703) 784-2392 and leaving a detailed voicemail message which provides the nature of the issue and a return contact phone number. The caller will be contacted by a CIG Investigation Specialist who will assist the caller in filing a complaint.

2 Submitting an Inspector General (IG) complaint via the public-facing Inspector General of the Marine Corps case management system named IGCAM on the internet. This site can be best reached via Microsoft Edge or Google Chrome at <https://www.hotline.usmc.mil>.

3 Sending the CIG Office an electronic mail (EM) to the following organizational email address: [mcincr-ig-hotline-mb@usmc.mil](mailto:mcincr-ig-hotline-mb@usmc.mil). The sender will be contacted by a CIG Investigation Specialist who will assist the complainant in filing an Inspector General complaint.

4 Coming to the Command Inspector General Office in person to receive assistance in submitting an IG complaint. The MCINCR-MCBQ CIG Office is located at Lejeune Hall on Marine Corps Base Quantico. The street address is 3250 Catlin Avenue, Suite 106, Marine Corps Base Quantico, VA 22134-5001. **In case of difficulties, the CIG Office phone contact numbers are (703) 784-2277/2278/5105.**

5 Submitting a complaint via the CIG Hotline Facsimile number of (703) 784-3326.

(b) During regular business hours (weekdays, 0630-1630) CIG personnel will assist complainants and record complaints using the IGCAM application. During non-duty hours, complainants can find detailed information at: <https://www.quantico.marines.mil/Offices-Staff/Command-Inspector-General/>.

(c) The information received shall be handled in confidence. All contact with the CIG office is considered a protected communication, making the complainant protected against reprisal for contacting the CIG Office and/or filing a complaint. Individuals submitting a complaint may remain anonymous, although it is preferred that a means be provided by which CIG personnel may contact the complainant for further information or clarification, if necessary.

(d) CIG personnel are to evaluate complaints reported via the Hotline Program to determine if there is investigative merit or a basis for the complaint. CIG personnel will take appropriate action in response to substantive allegations of FWA/M reported via the Hotline Program in a timely and impartial manner. The CIG will report the results of such inquiries to the appropriate authorities in accordance with the policies and procedures established in the references.

(e) In order to ensure a thorough investigation, the following information should be provided in the complaint by the complainant:

1 The item, incident, event, or procedure and the reason it is considered to be a complaint or case of FWA/M;

2 The original source of the information (i.e. another person, personal observations, written correspondence, etc.);

3 When the incident occurred, or, if the problem is ongoing, the length of time the issue has been in effect;

4 Where the incident occurred or the location where the issue or incident is being conducted;

5 The organization and/or individuals(s) believed to be involved; and

6 The identity of the individual submitting the complaint (name, unit or address, and contact telephone number) is not required, but is preferred. If this information is given, it provides the CIG with a means of obtaining additional information or clarification, if needed. A complainant's name and personal identifiable information will be treated as confidential and protected to the fullest extent regulations allow.

(f) 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 analysis into the complaint.

(g) Military and civilian personnel matters, which are more appropriately addressed via the chain of command, such as request mast, performance evaluation appeals, 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 the Hotline action. In these cases, the complainant will be referred to the appropriate resource to address their concerns and CIG personnel will take no further action.

### (3) Responsibilities

(a) CIG. Assume staff cognizance of the Hotline Program and ensure strict compliance with the references.

1 Investigate matters throughout the MCINCR-MCBQ as directed by Department of Defense Inspector General (DoDIG) or Inspector General of the Marine Corps (IGMC) or Marine Corps Installations Command (MCICOM) Command Inspector General or as otherwise deemed appropriate by the Commander, MCINCR-MCBQ;

2 Requests for investigations by other local officials shall be given due consideration;

3 Serve as the MCINCR-MCBQ official to whom, as an alternative to the normal chain of command, military and

civilian personnel may lodge complaints and provide facts without fear of reprisal concerning illations of law, rules, and/or regulations; FWA/M, abuse of authority, or other misconduct; and other matters that reasonable can be expected to be of interest to the Secretary of the Navy, Chief of Naval Operations, Commandant of the Marine Corps, Naval Inspector General, or DoDIG in order to ensure appropriate inquiry and management action;

4 Serve as the central coordinator for MCINCR-MCBQ matters involving FWA/M, receiving information from appropriate offices on significant items of FMA/M, and report status of corrective actions to higher authority while ensuring follow-up, as required;

5 Serve as the program manager and focal point for the MCINCR-MCBQ;

6 Serve as the MCINCR-MCBQ focal point for all matters pertaining to acquisition-related fraud remedies.

(b) Director Communication Strategy and Operations. Assist CIG personnel with publishing Hotline Program and CIG related information to the Command Inspector General splash page of the MCINCR-MCBQ website in coordination with the CIG Office.

(c) Assistant Chiefs of Staff, Division Directors and Other Addressees. Cooperate fully by rendering assistance, as required, during investigations of complaints or suspected cases of FWA/M.

#### 4. Administration and Logistics

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

b. All Hotline completion reports and associated papers will be maintained in secure cabinets in a secured office (which will remain locked during non-working hours) and made available only to those individuals with an official need to know for official purposes.

5. Command and Signal

- a. This order cancels MCINCR-MCBQO 7510.2b.
- B. This order is effective the date it is signed.

  
W. C. BENTLEY III

DISTRIBUTION: A