



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

MCINCR-MCBQO 7510.2A
B 051
8 Sept 16

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

From: Commander
To: Distribution List

Subj: MARINE CORPS INSTALLATIONS NATIONAL CAPITAL REGION - MARINE
CORPS BASE QUANTICO HOTLINE PROGRAM

Ref: (a) SECNAVINST 5370.5B
(b) MCO 5370.8
(c) SECNAVINST 5370.7D
(d) Terms of Reference between Commanding General, Marine
Corps Combat Development Command and Commander, Marine
Corps Installations Command dtd 12 Oct 2011 (NOTAL)

Encl: (1) Marine Corps Installations National Capital Region-Marine
Corps Base Quantico Inspector General Hotline Complaint
Form

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) and (b) 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, who file a complaint with the Inspector General are protected from reprisal and retaliation per reference (c).

b. 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. 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 and for Marine Corps Combat Development Command (MCCDC) per reference (d).

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

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) Program. The Hotline Program is the primary tool for the CIG to receive complaints and information to combat fraud, waste, abuse, and mismanagement and is available to all military personnel and civilians. Complaints received that are not within the purview 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 fraud, waste, abuse, and mismanagement may be submitted in the following manner:

1. Call the hotline telephone number at (703)784-2392;
2. Via fax at (703)784-3326;
3. In person (office walk-ins) during normal hours of operation;
4. Via email at mcincr-ig-hotline@usmc.mil; or
5. Via regular mail addressed to Commander (B051), 3250 Catlin Avenue, Suite 116, Marine Corps Base Quantico, VA 22134.

(b) During regular business hours (weekdays, 0730-1600), CIG personnel will assist complainants and record complaints using enclosure (1). During non-duty hours, complainants can find detailed information at <http://www.quantico.marines.mil/OfficesStaff/CommandInspectorGeneral.aspx>. Enclosure (1) can be downloaded from this website and submitted using any of the methods above.

(c) The information received shall be handled in confidence. All contact with the Inspector General is considered a protected communication. 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.

(d) CIG personnel will 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 fraud, waste, abuse, or mismanagement reported via the Hotline Program in a timely and impartial manner. The CIG will report the result of such inquiries to

the appropriate authorities per 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:

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.);

3. When the incident occurred, or, if the problem is ongoing, the length of time the issue 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 issue or incident is being conducted;

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

6. The identity of the individual submitting the complaint (name, unit or address, and telephone number) is not required, but it is preferred. If this information is given, it provides the CIG 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 an identified complainant upon completion of the investigation or research into the complaint.

(g) When determined by the CIG and/or the Chief of Staff to be potentially of interest and benefit to the greater MCINCR 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.

(h) Military and civilian personnel matters 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. In these cases, the complainant will be referred to the appropriate

resource to address their concerns and the inspector's office will take no further action.

(3) Responsibilities

(a) CIG. Assume staff cognizance and program manager of the MCINCR-MCBQ and MCCDC Hotline Program and ensure strict compliance with the references.

1. Investigate matters throughout MCINCR-MCBQ as directed by Department of Defense (DOD); Headquarters, U.S. Marine Corps; or as 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 violations of law, rules, or regulations; fraud, waste, or inefficiency; abuse of authority or other misconduct; and other matters that reasonably 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, IGMC, or DOD Inspector General to ensure appropriate inquiry and management action.

4. Serve as the central coordinator for MCINCR-MCBQ matters involving fraud, waste, and abuse or misuse; receive information from appropriate offices on significant items of fraud, waste and abuse or misuse; report status of corrective actions to higher authority; and follow-up, as required;

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

(b) Public Affairs Officer

1. Coordinate with the CIG and Chief of Staff to determine the merits of publishing information in the Quantico Sentry that would be of an informative and educational nature to all hands.

2. Publish general information regarding the MCINCR-MCBQ Hotline Program on the installation's website in coordination with the CIG.

(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 fraud, waste, abuse, and mismanagement.

4. Administration and Logistics

a. All hotline case files with supporting documentation will be filed and maintained per 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.

5. Command and Signal

a. This order cancels MCBO 7510.2.

b. This Order is effective the date signed.

9/12/2016

X 

R. V. BOUCHER
Chief of Staff

Signed by: BOUCHER.ROBERT.VANCE.1037078529

DISTRIBUTION: A



**Marine Corps Installations National Capital Region-
Marine Corps Base Quantico
Inspector General Hotline Complaint Form**



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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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: _____