



DEPARTMENT OF THE NAVY  
HEADQUARTERS UNITED STATES MARINE CORPS  
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WASHINGTON, DC 20350-3000

MCO 5370.8  
IGA  
16 OCT 2007

MARINE CORPS ORDER 5370.8

From: Commandant of the Marine Corps  
To: Distribution List

Subj: MARINE CORPS HOTLINE PROGRAM

Ref: (a) DoD Directive 7050.1, Defense Hotline Program, 4 Jan 1999  
(b) DoD Directive 7050.06, Military Whistleblower Protection, 23 Jul 2007  
(c) DoD Directive 5505.06, Investigations of Allegations Against Senior Officials in the Department of Defense, 10 Apr 2006  
(d) SECNAVINST 5430.57G  
(e) SECNAVINST 5370.5B  
(f) SECNAVINST 5800.12B  
(g) SECNAVINST 5370.7C  
(h) MCO 5430.1  
(i) IGMC Assistance & Investigations Manual  
(j) Inspector General Online Database & Inspector Network Manual (ODIN)  
(k) Title 18, Chapter 47, U.S.C. (UCMJ)  
(l) DoD Directive 5500.7, Standards of Conduct, 30 Aug 1993  
(m) 18 U.S.C. § 1001 (2003)  
(n) SECNAV M-5210.1  
(o) 5 U.S.C. § 552  
(p) 5 U.S.C. § 552a

Reports Required: Hotline Completion Report (Report Control Symbol EXEMPT) paragraph 4b(4)

1. Situation. To implement the policies and provisions of references (a) through (h) and the guidance contained in references (i) and (j) by establishment of the Marine Corps Hotline Program.

2. Cancellation. MCO 5041.1 and MCO 5800.13A.

3. Mission. This Order establishes the Marine Corps Hotline Program and clarifies the roles and responsibilities of the Inspector General of the Marine Corps (IGMC) and the Command Inspectors General (CIG) in support of the Marine Corps policy to combat fraud, waste, and mismanagement (FWM) within the Marine Corps.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. The Marine Corps Hotline Program is a functional component of the Marine Corps Inspector General Program (IGP), reference (h). Accordingly, the Marine Corps Hotline Program is a primary tool for the IGMC in combating FWM by providing an alternative to the normal chain of command for Marines, Sailors, and civilian personnel with concerns

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or allegations dealing with inefficiency, misconduct, impropriety, mismanagement, or violations of law within the Marine Corps.

(2) Concept of Operations

(a) Policy

1. The IGMC is designated as the Marine Corps Hotline Program Manager.
2. Reference (h) establishes the following:
  - a. The position of CIG at major subordinate commands (MSC) commanded by general grade officers.
  - b. The position of CIG as a functional extension of the IGMC within the IGP.
  - c. The requirement that CIGs cooperate fully with the IGMC.
3. The Marine Corps Hotline program is composed of the IGMC, IGMC staff personnel, CIGs, and CIG staff personnel, collectively referred to as IG personnel.
4. The Marine Corps shall demand and enforce the highest ethical standards from its members, fairly and efficiently manage its resources and people, and exercise a fiduciary responsibility over taxpayers' dollars. It is Marine Corps policy to encourage the identification of problems in these areas and to swiftly correct them. The Hotline Program is designed to eliminate FWM by identifying problems and potential solutions.
5. IG personnel will take appropriate action in response to substantive allegations of FWM 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 (i).
6. Hotline complaints may be received in several different ways, such as: telephone calls, e-mail, fax, congressional tasking, higher headquarters tasking, mail, or walk-ins. Hotline complainants may elect to remain anonymous. Regardless of the source or whether the complainant remains anonymous, all hotline complaints shall be acted upon with the same due diligence as detailed in reference (i).

(b) Responsibilities

1. The IGMC is responsible for establishing processes and procedures for implementation of the Marine Corps Hotline program via this Order and references (i) and (j).
2. The IGMC is designated the Marine Corps' Defense Hotline Coordinator required by references (e) and (h).
3. The IGMC shall establish a web-based Inspector General Online Database & Inspector Network (ODIN) to manage the IGMC and CIG organizational hotline case files. All Marine Corps Hotline and local

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command hotline case files shall be entered into the ODIN. The IGMC will set forth specific administrative guidance for ODIN via reference (j).

4. CIGs shall ensure prompt, responsible, and impartial processing of hotline allegations tasked by the IGMC in accordance with the policy and guidance contained in this Order and reference (i).

5. All MSCs required to have a CIG shall establish a local command hotline program that includes a command hotline telephone number and otherwise fully complies with the policy and guidance contained in this Order and reference (i).

6. The hotline case files and ODIN data entries of MSCs with local command hotline programs are considered a functional extension and integral part of the Marine Corps Hotline Program.

(c) Special Category Hotline Complaints

1. Military Whistleblower Reprisal complaints are a type of hotline complaint requiring special processing procedures. Instructions for processing Military Whistleblower Reprisal cases are contained in references (b), (g) and (i).

2. Allegations against senior officials, identified in references (c) and (f), are a type of hotline complaint requiring special processing procedures. Any allegation of serious misconduct against a senior official shall be referred to the IGMC without delay.

a. Senior Officials are: Active Duty, retired, or Reserve military officers in, or selected for, the grade of brigadier general (or rear admiral lower half) and above; current or former members of the Senior Executive Service (SES) or equivalent civilian positions such as: Senior Intelligence Executive Service (SIES), Senior Leader (SL), Senior Intelligence Professional (SIP), Senior Technical (ST), or Nonappropriated Fund Level Six (NF-6).

b. Reportable allegations of misconduct against Senior Officials are credible allegations that, if proven, would constitute:

(1) A violation of a provision of criminal law, including the Uniform Code of Military Justice, reference (k).

(2) A violation of a recognized standard such as reference (1) or other Federal, Department of Defense (DOD), or Service regulations.

(3) Any other matter that, nevertheless, involves other misconduct of concern to Department of the Navy (DON) leadership or could reasonably be expected to be of significance to the Secretary of the Navy (SECNAV) or Commandant of the Marine corps (CMC), especially when there is an element of unauthorized personal benefit to the senior official, a family member, or an associate.

b. Coordinating Instructions

(1) Marine Corps Hotline Complaint Submission procedures appear in references (i) and (j). The IGMC is authorized to add, delete, or modify

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these procedures, as necessary. These procedures are binding on the MSCs conducting IG activities. All personnel conducting hotline investigations shall refer to reference (i) for guidance. The IGMC may waive any administrative or procedural requirements of this instruction. References (i) and (j) are posted on the IGMC Official Website.

(2) The IGMC will act as the Marine Corps liaison with the DoD Inspector General (DoDIG) and the Naval Inspector General (NAVINSGEN) on all hotline issues. CIGs shall make all inquiries concerning DoDIG or NAVINSGEN referred hotline investigations through the IGMC and will keep the IGMC informed of any contact from the DoDIG or NAVINSGEN.

(3) The IGMC shall establish and maintain a Marine Corps Hotline Program Quality Assurance Review (QAR) process in order to provide oversight of the Marine Corps Hotline Program to ensure that reported allegations are thoroughly investigated and that the findings and conclusions reported by investigating organizations are fully documented. CIG hotline case files and ODIN entries are subject to QAR in accordance with policies and procedures established in references (h), (i), and (j).

(4) The IGMC will normally task DoD, DON, and Marine Corps Hotline complaints to the lowest MSC in the chain of command with a CIG and the capability to conduct a hotline inquiry. All commands tasked by the IGMC with conducting a hotline investigation shall forward the completed hotline completion report (HCR) to the IGMC for review. HCRs will be in the format provided in reference (i). All HCRs will be reviewed using the following four standards: independence, timeliness, completeness, and accountability. HCRs are exempt from reports control and do not require a report control symbol.

(5) CIGs are responsible for the quality of HCRs forwarded to the IGMC.

(6) Sharing assets throughout the Marine Corps is essential in hotline complaints. CIGs may consider requesting assistance from other MSCs when necessary to resolve hotline issues. The IGMC, Naval Criminal Investigative Service (NCIS), Naval Audit Service (NAVAUDSVC), Marine Corps Criminal Investigative Division (CID), and Marine Corps Nonappropriated Funds Audit Service (MCNAFAS) are other resources available to provide assistance, as necessary, for the timely and professional resolution of hotline cases.

(7) The use of the hotline program to file knowingly false complaints is a violation of references (k) and (m). Those suspected of willfully and knowingly filing false complaints are subject to prosecution and/or administrative action.

##### 5. Administration and Logistics

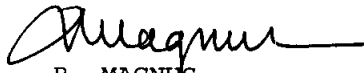
a. All hotline case files shall be kept in accordance with the guidance contained in reference (i) and the policies established in reference (n).

b. HCRs and associated papers shall be maintained in a secure environment and made available only to those with an official need to know. Release of IG generated material to those without an official need to know will be in accordance with references (o) and (p), or other applicable Federal law. The cognizant release authority for IG generated material is the IGMC or the commander of the MSC that generated the material.

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6. Command and Signal

- a. Command. This Order is applicable to the Marine Corps Total Force.
- b. Signal. This Order is effective upon signature.



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