



DEPARTMENT OF THE NAVY
NAVAL DENTAL CENTER SOUTHWEST
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SAN DIEGO, CALIFORNIA 92136-5596

NDCSWINST 1000.1F
CMC
26 June 2003

NAVDENCEN SOUTHWEST INSTRUCTION 1000.1F

Subj: REQUEST MAST

Ref: (a) U. S. Navy Regulations Art. 1151
(b) OPNAVINST 3120.32C Art. 510.59
(c) NDCSWINST 5450.1G CH-1

Encl: (1) Flowchart for CO's Request for Mast (Officers) Procedures
(2) Flowchart for CO's Request for Mast (Enlisted) Procedures

1. Purpose. To promulgate the Commanding Officer's policy regarding request mast in accordance with references (a), and (b).
2. Cancellation. NAVDENCLINICINST 1000.1E.is canceled.
3. Background. U.S. Navy request mast policies have evolved through a continuing effort to ensure that individuals desiring direct communication with the Commanding Officer receive timely and appropriate response from officers and enlisted leaders in the chain-of-command. Confidence in "request mast" as a means to articulate real or perceived grievances is a basic requirement for the individual Sailor's sense of personal worth and morale. Adherence by Naval personnel to the spirit and intent of these request mast policies will build and sustain confidence in the request mast system.
4. Information
 - a. Reference (a) authorizes direct communication with the Commanding Officer and prohibits denial or restriction of the right of any person in the Naval service to communicate with the Commanding Officer at the proper time and place.
 - b. Reference (b) requires commanders to implement procedures necessary to ensure that all Naval personnel seeking request mast receive prompt and appropriate response.
 - c. Members availing themselves of the right of request mast in good faith may do so without fear of prejudice to their interests.
 - d. If the member so desires, the problem does not have to be stated, either orally or in writing, to anyone in the chain of command except the officer conducting the request mast.

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e. Request masts will be forwarded via the chain-of-command without delay.

f. Although not an absolute requirement, it is desirous that the member requesting mast prepare a complete written statement setting forth the request mast and provide any supporting documentation. At the option of the member requesting mast, the written statement may be placed in an envelope and marked "To be opened by the Commanding Officer only." This statement will be delivered to the Commanding Officer together with the request for mast.

g. Members requesting mast should pursue logical solutions offered at the lower chain of command in an attempt to solve their particular problem prior to request mast to the next level in the chain-of-command.

5. Request Mast Procedures

a. Request masts of routine nature will be held in the Commanding Officer's Office by appointment between the hours of 0800-1600 on any workday, Monday through Friday.

b. A member desiring mast with the Commanding Officer shall submit the request on a Special Request/Authorization Form, NAVPERS 1336/3, via the administrative chain-of-command. For request mast purposes, the Division Officer is the first supervisor in the member's chain-of-command.

c. All forwarded requests will be accompanied by the following:

(1) The member's complete written statement, if applicable (sealed if desired).

(2) The member's service record (if required).

(3) All applicable supporting documents.

d. Each officer in the chain-of-command will enter, by endorsement, a notation of the action taken after interview, if any. Although no member will in any way delay the forwarding of any request up the chain-of-command, they will make every reasonable effort to resolve the problem at a lower level. When the problem cannot be resolved at a lower level, each officer in the chain will include in endorsement specific recommendations as to the action to be taken at a higher level.

6. Action

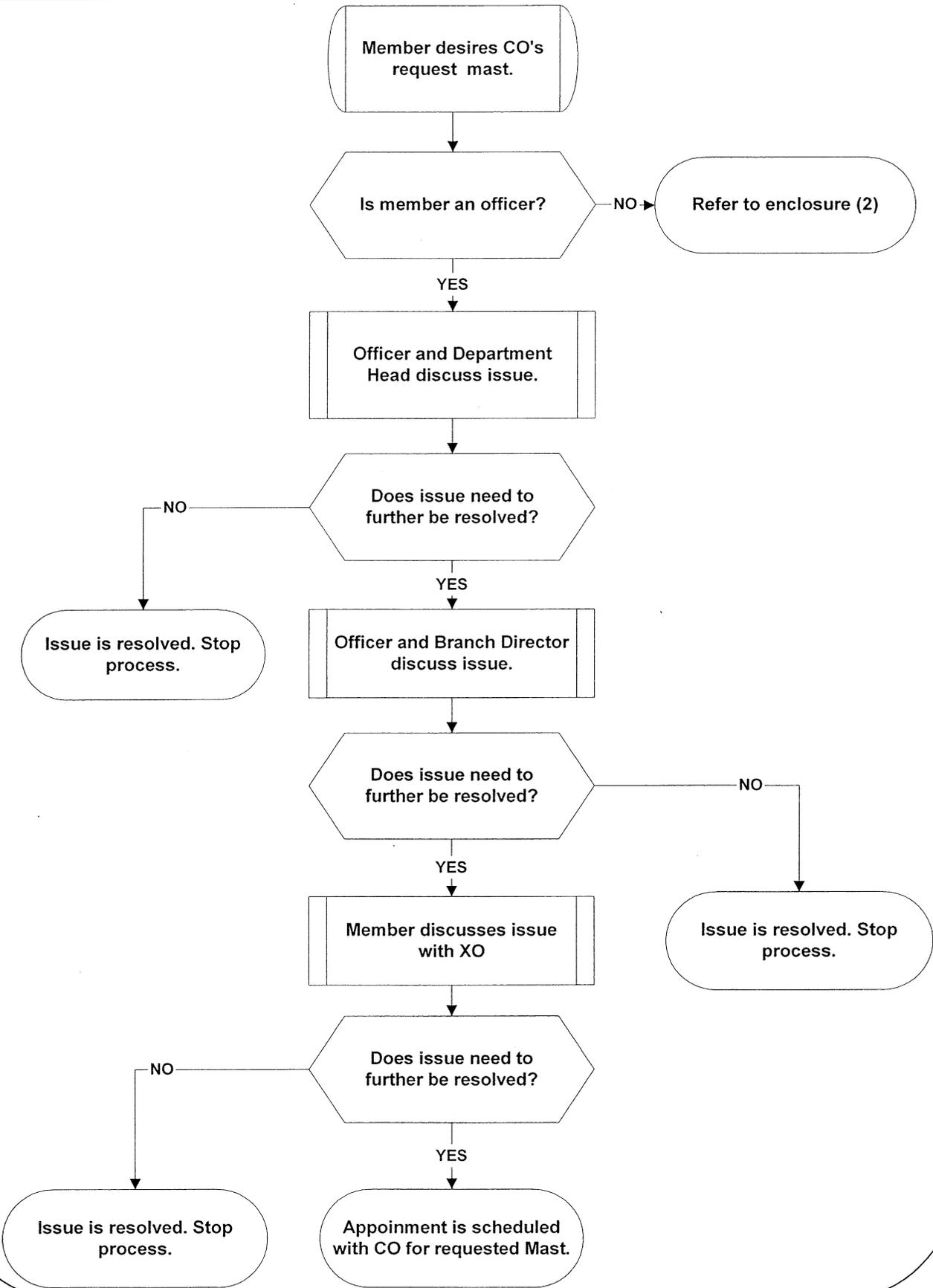
- a. All branch directors/department heads or supervisors before whom the requester desires to appear must forward the request so as to reach such person in charge without delay. In most cases there should be no more than a 24 hour delay at any level in the chain-of-command.
- b. Branch directors/department heads or person's in charge before whom the requester desires to appear, will conduct request mast at the earliest reasonable time and not later than 72 hours after the initial submission of the request, insofar as practicable.
- c. The Executive Officer and Command Master Chief have staff responsibility for officer and enlisted issues, respectively, to ensure that follow-up action is properly administered on a timely and adequate basis.
- d. Branch Clinic Directors shall post a copy of this instruction prominently in their clinics.
- e. Officers and enlisted leaders of each branch shall make maximum and continuing effort in counseling, advising, and assisting members in solving personal problems. This effort should not be restricted to the chain-of-command.



J. W. KIRBY

Dist:
List I, Case 1, 2

COMMANDING OFFICER'S REQUEST MAST (OFFICER) PROCEDURE



COMMANDING OFFICER'S REQUEST MAST (ENLISTED) PROCEDURE

