



UNITED STATES MARINE CORPS

MARINE CORPS RECRUIT DEPOT/EASTERN RECRUITING REGION
PO BOX 19001
PARRIS ISLAND, SOUTH CAROLINA 29905-9001

DepO 7510.4A
QUALMGT

21 DEC 2000

DEPOT ORDER 7510.4A

From: Commanding General
To: Distribution List

Subj: DEPOT INSPECTOR'S "HOTLINE" PROGRAM

Ref: (a) DoD Directive 7050.5
(b) SECNAVINST 5430.92A
(c) MCO 7510.5A
(d) SECNAVINST 5370.5A

Encl: (1) Information Requested when Submitting Complaint/Advisory
(2) Depot Inspector's Hotline

1. Purpose. To establish the Depot Inspector's Hotline for the Marine Corps Recruit Depot/Eastern Recruiting Region (MCRD/ERR) program for the awareness, prevention, and reporting of fraud, waste, and mismanagement (FWM), as required by references (a), (b), and (c). This program will also include health, welfare, safety, and morale matters. This order is to promulgate policies and procedures to be used for the Depot Inspector's Hotline for the aforementioned issues.

2. Cancellation. DepO 1700.15, DepO 7510.4.

3. Background. Fraud, waste, mismanagement, and related improprieties, such as theft or misuse of government resources or conflicts of interest are serious matters which can significantly increase the cost of government and reduce available resources needed to support the accomplishment of our mission. The efficient and effective management of our resources and the elimination of FMW and related improprieties are essential to the success of our Corps. Every member of the Navy/Marine Corps family can contribute to making our operations more efficient thereby deriving more value from each dollar expended. All military and civilian employees are encouraged to report instances of improper or wasteful activities to proper authorities.

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4. Information

a. The Assistant Chief of Staff, Quality Management, Command Inspector's office maintains the Depot Inspector's Hotline. The Hotline can be accessed via the Depot's Intranet at the Depot Inspector's web page, or as a menu driven voice-mail system on a touch-tone telephone. The web page allows for narrative input to a text block, and also a block for the contributor's e-mail address. The telephone system enables individuals to contact specific Quality Management staff members concerning questions or issues. Such questions or issues should pertain to fraud, waste, mismanagement, and also health, welfare, safety, and morale issues that affect all of our active duty and retired personnel, employees and guests using facilities aboard this installation. Questions/issues are staffed to the appropriate department/section that can provide the best answer. Answers are returned to the Inspector's office, which provides the reply to the inquirer. In cases of general public interest, the issue is routed to the Commanding General for final approval prior to publication in the Tri-Command Tribune.

b. The Hotline is not designed to supplant the chain of command. Neither is it a complaint source for which there is an alternate method of resolution, such as legal assistance or request mast. The Depot Inspector's Hotline is offered as an alternate avenue to surface and resolve issues at the local level outside the normal chain of command, or when other resources have been exhausted or are not trusted.

c. Individuals are requested to provide their e-mail address on the Intranet web page for the Depot Inspector, and also their name, mailing address, and telephone number when submitting a complaint or inquiry. Questions should be concise and complete. Questions may be called in to the hotline number (843) 228-2732, or they may be submitted in writing to the Depot Inspector's Hotline (Attention: Command Inspector), via the U.S. mail, guard mail, or faxed to (843) 228-3433. Questions/inquiries will be answered as quickly as possible.

d. Anonymous calls or letters to the Hotline will normally not receive a response. Additionally, for reports involving a third party, due to Privacy Act restrictions, the person filing the complaint will not receive information or final action taken regarding the individual reported on. Strict confidentiality of all Hotline

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calls will be maintained to encourage disclosure of information without fear of reprisal. Names will not be published without author's consent.

5. Policy. It is the policy of this command to fully support all efforts to ensure the efficient and effective use of all available resources and to actively pursue the elimination of FWM and related improprieties aboard the Marine Corps Recruit Depot and within the Eastern Recruiting Region.

6. Summary of Revision. This order is a complete revision and should be read in its entirety.

7. Action

a. Assistant Chief of Staff, Quality Management/Command Inspector

(1) Coordinate and assess existing programs established to detect, eliminate, and prevent cases of FWM and related improprieties and ensure that information on such programs is made available to members of the command.

(2) Periodically evaluate policies and procedures used by MCRD/ERR activities to ensure that appropriate investigative and/or law enforcement officials are notified of apparent or suspected cases of fraudulent or criminal activities within the MCRD/ERR.

(3) Maintain a hotline for reporting suspected cases of FWM, to include energy conservation violations, health, welfare, safety, and morale issues, and publish procedures by which concerned individuals at MCRD and within the ERR can bring these matters to the attention of responsible officials. Command Inspector personnel will monitor the telephone hotline during work-hours and record all information regarding alleged FWM. A menu driven voice-mail system will be used when personnel are not in the office and after normal working hours. Information pertaining to FWM should consist, at a minimum, of the items contained in enclosure (1). Strict confidentiality of all hotline complainants will be maintained to encourage disclosure of information without fear of reprisal. All hotline complaints/advisories will be coordinated by the Command Inspector and routed within existing command structure as deemed appropriate for investigation and action. The MCRD/ERR Hotline is not

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intended to supplant the Department of Defense/Department of the Navy/Marine Corps Hotline (the purview of which is outlined in reference (d)), but is offered as the first avenue to resolve issues at the local level outside the normal chain of command.

(4) Monitor the status of all FWM allegations from time of initial receipt until final disposition and submit results to the Commanding General via the Chief of Staff.

(5) Retain all FWM complaints/advisories, investigations, and corrective action results on file for three years.

(6) Ensure that subordinate units conduct annually scheduled FWM briefings.

(7) Ensure that results of the FWM Program are published in the Tri-Command Tribune newspaper when deemed appropriate.

b. Commanding Officers

(1) Provide investigative assistance, as requested, to the Command Inspector by conducting investigations/inquiries into allegations of FWM.

(2) Ensure that all personnel are encouraged to report suspected FWM concerns to the Command Inspector or other investigative agencies as appropriate.

(3) Publicize the FWM Program hotline access by locally reproducing enclosure (2) and posting the information flyers on command bulletin boards and in unit areas.

(4) Conduct annual FWM briefings and ensure attendance by all personnel.

c. Assistant Chiefs of Staff/Special Staff

(1) Provide investigative assistance, as requested, to the Command Inspector by conducting investigations/inquiries into allegations of FWM.

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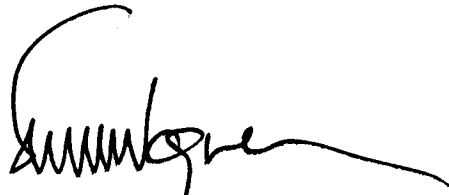
(2) Ensure that all personnel are encouraged to report suspected FWM concerns to the Command Inspector or other investigative agencies as appropriate.

(3) Publicize the FWM program hotline access by locally reproducing enclosure (2) and posting the information flyer in appropriate workspace locations.

d. Staff Judge Advocate. Upon request of the Command Inspector, review investigation findings and make recommendations pertaining to disposition to the Commanding General via the Chief of Staff.

e. Public Affairs Officer. Publish, as requested by the Command Inspector, case results of the FWM program in the Tri-Command Tribune newspaper.

8. Utilization. All substantive FWM allegations will be examined within the existing command structure, at a minimum of one level above the suspect area or person, except in those instances in which a conflict-of-interest would render such action inappropriate. In tasking through the chain of command, cognizant commanders/Assistant Chiefs of Staff/special staff should be especially sensitive to the need for sufficient organizational independence from the focus of the complaints. Designated examiners must meet basic selection criteria, e.g., sufficient seniority, maturity, professional experience, and prior noninvolvement in the matter under inquiry, as if appointed for a Judge Advocate General (JAG) investigation. The results of each investigation/inquiry will be forwarded to the Command Inspector (to include all working papers and notes) and subsequently forwarded to the Commanding General. Information received not within the purview of this Order will be forwarded to the appropriate officials for information and/or action. Information submitted in good faith is appreciated even if the information and resultant investigation do not lead to an actual case of FWM.



S. W. WAGNER
Chief of Staff

DISTRIBUTION: A

INFORMATION REQUESTED WHEN SUBMITTING
COMPLAINT/ADVISORY

Reports of fraud, waste, mismanagement, and related improprieties may be made by the use of the "**HOTLINE**" telephone number:

Commercial: (843) 228-2732 or DSN: 335-2732.

Reports may also be submitted in writing to:

COMMANDING GENERAL (COMMAND INSPECTOR)
PO BOX 19001
PARRIS ISLAND, SC 29905-9001

Or on the Intranet at the Depot Inspector's Hotline button.
Or faxed to: **Commercial: (843) 228-3433 or DSN: 335-3433.**

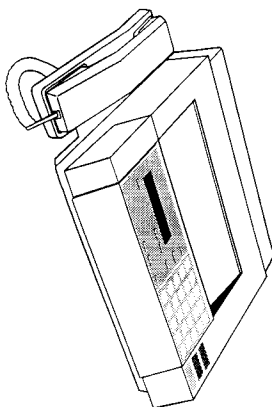
In order to ensure a thorough investigation, individuals reporting suspected cases of fraud, waste, and mismanagement are asked to provide the following information to the extent possible:

1. A description of the fraud, waste, or mismanagement which occurred.
2. The original source of the information (personal observation, documents, another person, etc.).
3. Proof source or evidence available.
4. The location, date, and time of the incident.
5. The name(s) and organization(s) of the individual(s) involved (if names of individuals are unknown, then provide identifying information such as physical description, work area, work vehicle identification number, etc.).
6. If you desire, leave your name and how you can be reached or date and time you will call back. **Please note that the identification of the caller is not required**, although revealing the identity may facilitate the investigation in the event that follow-up inquiries are necessary. **All identities will be treated confidentially.**

ENCLOSURE (1)

DEPOT INSPECTOR'S HOTLINE

FRAUD * WASTE * MISMANAGEMENT
HEALTH * WELFARE * MORALE * SAFETY



Write:

COMMANDING GENERAL
ATTN COMMAND INSPECTOR
PO BOX 19001, MCRD/ERR
PARRIS ISLAND SC 29905-9001

Intranet: Depot Inspector's
Hotline button

Call: (843) 228-2732

DSN: 335-2732

Fax: (843) 228-3433

DSN: 335-3433

Provide the following:

- *Description of incident, any identifying information
- *Location, date, & time of incident
- *Source or evidence available
- *Optional: Your name, address & phone number

**ALL IDENTITIES WILL BE TREATED CONFIDENTIALLY
YOUR INPUT IS WELCOME AND APPRECIATED!**