Social Media Complaint Process

1. Information Received
   - Command informs SPCMCA via CCIR process
   - GCMCA notified (CCIR)
   - NCIS notified within 24 hours
   - Command generates and sends initial DASH report within 24 hours
   - OPREP 3 (SIR) to HQMC if complaint may meet NCIS Criminal Investigation Criteria or MCO 3504.2A

2. Is Content Potentially a Criminal Offense?
   See box at left for details

3. Can individual be identified as Servicemember?
   - YES
     - NCIS Investigation initiated
     - Individual afforded resources through unit VWAC and VLC
   - NO

4. Is additional investigation required to:
   - YES
     - Comply with USMC policy (i.e. Hazing or EO)
     - Determine whether a UCMJ violation occurred (e.g. violation of Article 88, 89, 91, 92, 93, 117, 120a&c, 133, or 134)
   - NO

   Command Investigation

   Appropriate Disposition

   Update and closeout DASH Report within 72 hours

   NCIS/CID completes Investigation and sends to responsible command

   CMC TF Fusion Cell

   - Director: Consolidates reporting, trend analysis
   - NCIS Rep: Reports criminal investigation status
   - SJA Rep: Reports command investigation dispositions
   - IG Rep: Tracks and reports applicable complaints
   - C4I Rep: Maintains cognizance of social media sites and actions taken
   - EOA Rep: Reports complaints filed, disposition and victim service actions via DASH
   - PA Rep: Develops public affairs guidance
   - PP&O Rep: Reports applicable OPREP-3 (SIRs)

Attachment B to Social Media Misconduct Leader’s Handbook and Discussion Guide (see reverse for narrative)
Command Receives Complaint:

2. NCIS informed via SPCMCA within 24 hours for initial determination of whether the misconduct meets criminal criteria.
3. Generate an initial report within 24 hours in DASH database. This report will be generated in all cases that meet the requirements set forth in MCO P5354.1D w/Ch.1. In reports that are being determined, or actively investigated by NCIS, unit EORs via their assigned EOA will capture the complaint and victim demographic information only, and annotate in the initial entry “referred to NCIS” with appropriate case control number (if available).
4. Generate an OPREP-3 (Serious Incident Report) if the social media complaint may meet the NCIS criminal investigative criteria outlined in the inset box or the requirements identified in MCO 3504.2a. If the event-criteria threshold is unclear, submit an OPREP-3.
5. Ensure known victims are offered assistance through unit VWAC and Victim Legal Counsel.

NCIS begins investigation:

1. Informs respective commands of individuals that have been identified in their investigation. Keeps command informed of investigation process.
2. Informs victims determined through their investigation and provides them information for support.
3. Maintains investigative responsibility on any/all cases that may meet the following criteria: 8E (Sexual Exploitation-Child), 8S (Sexual Assault), 8K (Stalking), 8M (Other Sexual Misconduct), 7C (Crimes Against Persons - Other), 7E (Extortion).
4. Passes to CID all investigations that do not meet above criteria. CID may investigate further prior to forwarding to appropriate command for disposition.

Commanders:

1. Deconflict with NCIS or USMC CID as required, and consult with their staff judge advocates to discuss investigative actions (i.e. preliminary inquiry or command investigation) and when appropriate, disposition decisions.
2. Continue to ensure known victims are offered assistance through unit VWAC and Victim Legal Counsel.
3. Take appropriate action on cases once investigations are complete.
4. Ensure that unit EOR updates DASH reporting system and closes out DASH report through the EOA NLT 72 hours after final disposition.

CMC TF Fusion Cell:

1. Ensures that efforts are coordinated between NCIS, SJA, IG, C4I, EOA, PA, and PP&O at the Service HQ.
2. Consolidates reporting, conducts trend analysis, and provides update to the ACMC.