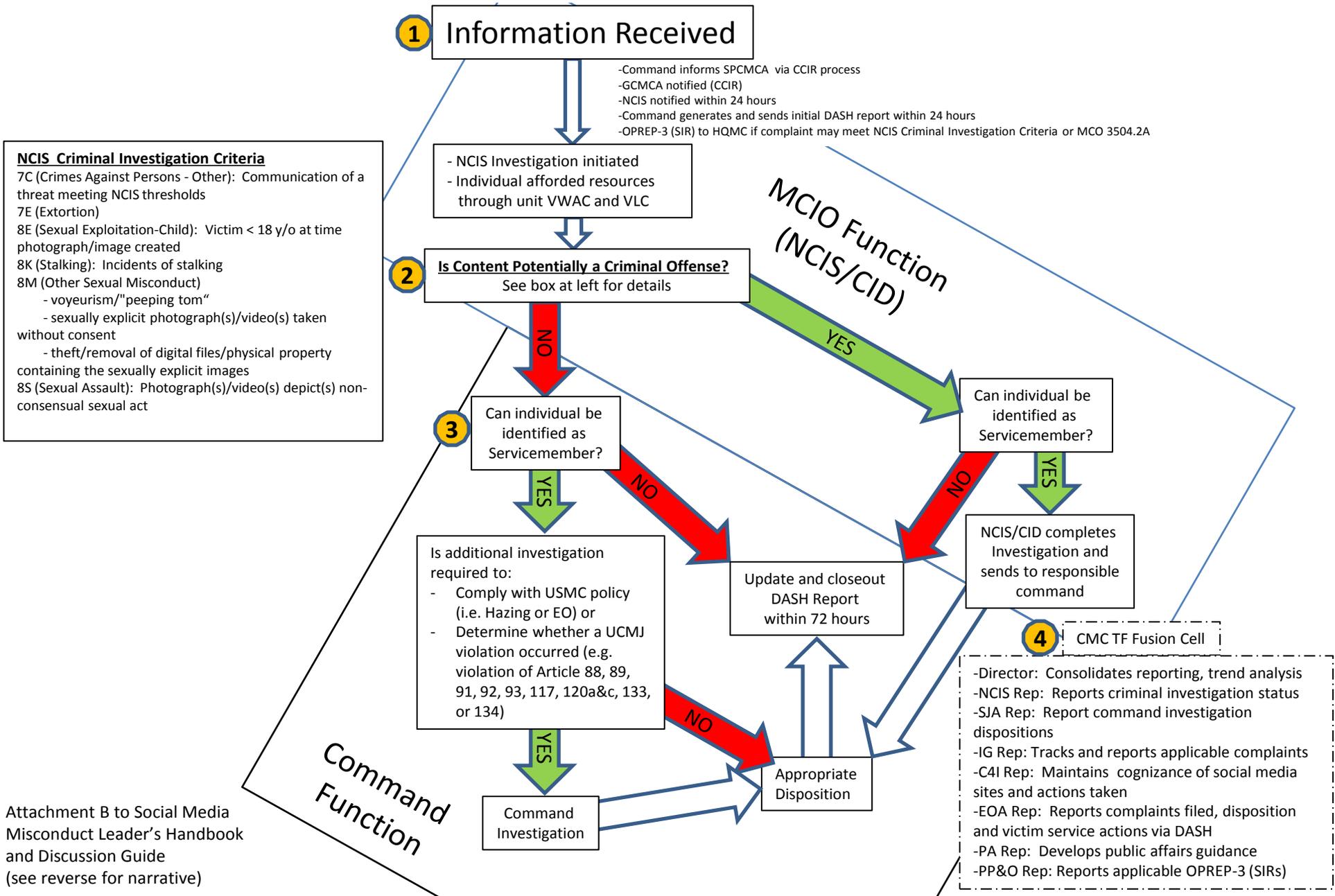


Social Media Complaint Process



Social Media Complaint Flow Chart Narrative

- 1** Command Receives Complaint:
 - a. Commander informs SPCMCA via local CCIR Process.
 - b. NCIS informed via SPCMCA within 24 hours for initial determination of whether the misconduct meets criminal criteria.
 - c. 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).
 - d. 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.
 - e. Ensure known victims are offered assistance through unit VWAC and Victim Legal Counsel.

- 2** NCIS begins investigation:
 - a. Informs respective commands of individuals that have been identified in their investigation. Keeps command informed of investigation process.
 - b. Informs victims determined through their investigation and provides them information for support.
 - c. 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).
 - d. Passes to CID all investigations that do not meet above criteria. CID may investigate further prior to forwarding to appropriate command for disposition.

- 3** Commanders:
 - a. 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.
 - b. Continue to ensure known victims are offered assistance through unit VWAC and Victim Legal Counsel.
 - c. Take appropriate action on cases once investigations are complete.
 - d. Ensure that unit EOR updates DASH reporting system and closes out DASH report through the EOA NLT 72 hours after final disposition.

- 4** CMC TF Fusion Cell:
 - a. Ensures that efforts are coordinated between NCIS, SJA, IG, C4I, EOA, PA, and PP&O at the Service HQ.
 - b. Consolidates reporting, conducts trend analysis, and provides update to the ACMC.