



UNITED STATES MARINE CORPS
MARINE AIR GROUND TASK FORCE TRAINING COMMAND
MARINE CORPS AIR GROUND COMBAT CENTER
BOX 788100
TWENTYNINE PALMS, CALIFORNIA 92278-8100

CCO 5728.1C CH 1
5
NOV 06 2012

COMBAT CENTER ORDER 5728.1C

From: Commanding General
To: Distribution List

Subj: NOISE AND DAMAGE COMPLAINTS

Ref: (a) SECNAVINST 5720.44B

Encl: (1) Noise and Damage Complaint Template

1. Situation. Marine Air Ground Task Force Training Command (MAGTFTC), Marine Corps Air Ground Combat Center (MCAGCC) receives noise and damage complaints from local residents experiencing emotional and physical distress from the noise, tremors, and agitation that they perceive could be caused by low flying military aircraft and percussion of ordnance detonating aboard the Combat Center. Professional and timely handling of these complaints is essential to maintain a successful community relations program throughout the Morongo Basin.

2. Mission. Provide policy and procedures for handling public complaints concerning disturbances attributed to military aircraft and live-fire training aboard the Combat Center in accordance with reference (a).

3. Cancellation. CCO 5728.1B.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. Commanding officers, directors, and officers in charge will comply with the provisions of this Order.

(2) Concept of Operations

(a) The Assistant Chief of Staff (AC/S) G-5 will have cognizance of all noise and damage complaints received by MAGTFTC, MCAGCC.

(b) All non-noise and damage complaints from the public will be forwarded to the Public Affairs Office (PAO) and shall be handled in a manner similar to noise and damage complaints, with the Chief of Staff, MAGTFTC, MCAGCC directing the appropriate staff action as required.

b. Subordinate Element Missions

(1) AC/S G-3

(a) Confirm training took place on complaint date and time.

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(b) Forward the enclosure to the AC/S G-5 only for noise complaints.

(c) Forward the enclosure to the Staff Judge Advocate (SJA) for any complaint involving damages.

(2) AC/S G-5, PAO

(a) Serve as the initial point of contact for all noise and damage complaints during normal working hours.

(b) Complete the enclosure and ensure the type of complaint is indicated.

(c) Route the enclosure to the AC/S G-3 for appropriate action as required.

(d) Advise the Chief of Staff, MAGTF/TC, MCAGCC when the type or number of complaints warrant his attention.

(3) SJA

(a) Assume duties as the point of contact for all damage complaints.

(b) Provide and assist claimant with a damage complaint form.

(c) Forward completed claim to the Claims, Investigations, and Tort Litigation Division (Code 15), Personnel Claims Unit Norfolk, 9053 First Street, Suite 102, Norfolk, VA 23511-3605.

(d) Maintain files of "active" and "completed" cases.

(4) Command Duty Officer. Complete the enclosure upon receipt of noise and damage complaints during duty hours, and turn it into the Adjutant when turning over the duty.

(5) MAGTF/TC, MCAGCC Adjutant. Forward all complaints to the AC/S G-5.

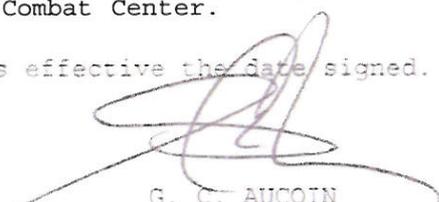
c. Coordinating Instructions. Individuals who receive a noise or damage complaint during normal working hours will refer the caller to the AC/S G-5 at 830-3735/3765.

5. Administration and Logistics. Distribution statement A directives issued by the Commanding General are distributed via e-mail upon request and can be viewed at <http://www.29palms.usmc.mil/dirs/manpower/adj/ccotoc.asp>.

6. Command and Signal

a. Command. This Order is applicable to active-duty, reserve, and civilian personnel aboard the Combat Center.

b. Signal. This Order is effective the date signed.


G. C. AUCCOIN
Chief of Staff

NOISE AND DAMAGE COMPLAINT TEMPLATE

(Date)

From: Name of individual receiving complaint
To: Assistant Chief of Staff G-3

Subj: NOISE AND DAMAGE COMPLAINT FORM

Ref: (a) CCO 5728.1C

1. Per the reference, the following complaint is submitted for your action.
2. Complainant(s) Information:

<u>Name</u>	<u>Mailing Address</u>	<u>Telephone (work/home)</u>
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3. Nature of Complaint: Noise / Damage / Both (circle one)
4. Brief description of the Complaint: (attach separate sheet as required)

5. Name and work telephone number of person taking the complaint:

I. R. ECIEVED

FIRST ENDORSEMENT

Date

From: Assistant Chief of Staff G-3
To: Assistant Chief of Staff G-5 or SJA (circle one)

1. In accordance with the reference, there was / was no training being conducted during the date and time indicated on the complaint. (circle one)
2. Name and work telephone number of the person verifying the training:

I. M. G-3

Enclosure (1)



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From: Commanding General
To: Distribution List

Subj: NOISE AND DAMAGE COMPLAINTS

1. Situation. To transmit pen changes to the basic order.

2. Execution

a. Under paragraph 4b(1)(a) replace with the following sentence:
"Confirm training took place on complaint date and time." Complete the endorsement portion of the enclosure.

b. Under paragraph 4c change the phone number to "830-3735/3765".

3. Filing Instructions. File this transmittal immediately behind the signature page of the basic order.

A handwritten signature in black ink, appearing to be "G. C. AUCOIN", written over a horizontal line.

G. C. AUCOIN
Chief of Staff

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