



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 5728.1F

5

AUG 15 2016

COMBAT CENTER ORDER 5728.1F

From: Commanding General

To: Distribution List

Subj: NOISE AND DAMAGE COMPLAINTS

Ref: (a) SECNAVINST 5720.44C

(b) OPNAVINST 3550.1A

Encl: (1) Sample Noise and Damage Complaint

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 the references.

3. Cancellation. CCO 5728.1E.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. Commanding Officers, Assistant Chiefs of Staff (AC/S), Special Staff Officers, and Officers-in-Charge will comply with the provisions of this Order.

(2) Concept of Operations

(a) The 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 and shall be handled in a manner similar to noise and damage complaints, with the MAGTFTC, MCAGCC, Chief of Staff (COS) directing the appropriate staff action as required.

b. Subordinate Element Missions

(1) AC/S G-1, Adjutant. Forward all complaints to the AC/S G-5.

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(2) AC/S G-3

- (a) Confirm training took place on complaint date and time.
- (b) Forward the enclosure to the AC/S G-5 only for noise complaints.
- (c) Forward the enclosure to the Staff Judge Advocate for any complaint involving damages.

(3) AC/S G-5

- (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 MAGTF/TC, MCAGCC, COS when the type or number of complaints warrant his attention.
- (e) All noise complaint records will be retained for a minimum of seven years within the G-5.

(4) Staff Judge Advocate

- (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.

(5) 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.

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 (760) 830-9222 or email SMBPLMSG_5SOUNDREPORTING@usmc.mil.

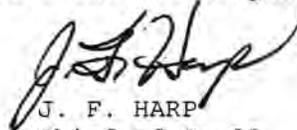
5. Administration and Logistics. Directives issued by this Headquarters are published and distributed electronically. Electronic versions of Combat Center directives can be found at <http://www.29palms.marines.mil/Staff/G1Manpower/AdjutantOffice/Orders.aspx>.

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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.



J. F. HARP
Chief of Staff

Distribution: A

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Sample Noise and Damage Complaint



UNITED STATES MARINE CORPS
MARINE AIR GROUND TASK FORCE TRAINING COMMAND
MARINE CORPS AIR GROUND COMBAT CENTER
BOX 788100
TWENTYNINE PALMS, CALIFORNIA 92278-8107

5728
(Org Code)
(Date)

From: (Name of Complaint Receiver)
To: Assistant Chief of Staff G-3
Subj: NOISE AND DAMAGE COMPLAINT
Ref: (a) CCO 5728.1F

1. In accordance with the reference, the following complaint is submitted for your action.

2. Complaint (s) Information:

Name	Mailing Address	Telephone (Work/Home)
John Doe	1234 Marine Lane, Mill Dale, CA 12345	(123) 456-7890 (Work)
Jane Smith	2345 Development Avenue, Marine, CA 23456	(234) 897-6541 (Home)

- 3. (Nature of Complaint, Cause of Damage)
- 4. (Brief description of the Complaint).
- 5. (Complaint Receiver's contact information).

(Complaint Receiver's Signature)

FIRST ENDORSEMENT

From: Assistant Chief of Staff G-3
Assistant Chief of Staff G-3 for SJA (circle one)

- 1. In accordance with the reference, there (Verification of Training) was/was not (circle one) training being conducted on (Date) and (Time) as indicated on the complaint.
- 2. Training verification was conducted by (Name) and may be reached at (telephone number).

(AC/S G-3's Signature)

