



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 5728.1G  
GEA

JAN 29 2018

COMBAT CENTER ORDER 5728.1G

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 (MAGTF) 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 5728.1F.

4. Execution

a. Commander's Intent and Concept of Operations

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

(2) Concept of Operations

(a) The Director, Government and External Affairs (GEA) 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) Staff Secretary (SSEC). Forward all complaints to the Director GEA.

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(2) MAGTF Training Directorate (MTD)

- (a) Confirm training took place on complaint date and time.
- (b) Forward the enclosure to the Director, GEA only for noise complaints.
- (c) Forward the enclosure to the Staff Judge Advocate for any complaint involving damages.

(3) Director, GEA

- (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 MTD for appropriate action as required.
- (d) Advise the MAGTFTC, 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 GEA.

(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 SSEC 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 Director, GEA at (760) 830-9222 or email [SMBPLMSG\\_5SOUNDREPORTING@usmc.mil](mailto:SMBPLMSG_5SOUNDREPORTING@usmc.mil).

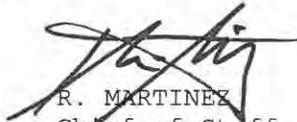
5. Administration and Logistics. Directives issued by this Headquarters are published and distributed electronically. Electronic versions of Combat Center directives can be found at <http://www.29palms.marines.mil/Staff/G1Manpower/AdjutantOffice/Orders.aspx>.

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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.

  
R. MARTINEZ  
Chief of Staff

Distribution: A

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Sample Noise and Damage Complaint

NOISE/DAMAGE COMPLAINT LETTER

UNIT LETTERHEAD

5728  
CCO  
(Date)

From: (Name of Complaint Receiver)  
To: Assistant Chief of Staff MAGTF Training Directorate  
Subj: NOISE/DAMAGE COMPLAINT  
Ref: (a) CCO 5728.1G

1. In accordance with 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>
John Doe	1234 Marine Lane, Devil Dog, CA 12345	(1 3) 455-7890 (Work)
Jane Smith	2345 Devil Dog Avenue, Marine CA 23456	(2 4) 567-8901 (Home)

3. (Nature of Complaint, source 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 MAGTF Training Directorate (MTD)  
To: Director, Government and External Affairs or SJA (Circle one)

1. In accordance with the reference, the (Verification of Training) was/was no (circle one) training being conducted on (Date) and (Time) as indicated on the complaint.

2. Trainint verification was conducted by (Name) and may be reached at (telephone number).

(AC/S MTD Signature)