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The OPR for this supplement is HQ AFSPC/PAC (Ms. Sandra B. Sinclair). This supplement implements and extends the guidance of Air Force Instruction (AFI) 35-101, **Public Affairs Policies and Procedures**. The AFI is published word-for-word without editorial review. Air Force Space Command (AFSPC) supplemental material is indicated in bold face. This supplement describes AFSPC's procedures for use in conjunction with the basic AFI. It applies to HQ AFSPC, its subordinate units and all public affairs offices supported by HQ AFSPC/PA. It does not apply to Air National Guard or Air Force Reserves. This supplement requires collecting and maintaining information protected by the Privacy Act of 1974 authorized by 10 U.S.C. 8013. System of records notice F190 SAF/PAC, Public Affairs References, applies. Upon receipt of this integrated supplement, discard the Air Force basic publication.

8.29.3. (Added) Use AFSPC Form 35, **Speaker's Bureau Data Record**, to record information about members of the command's Speaker's Bureau Program. This information is vital to matching the appropriate speaker to the appropriate engagement.

8.29.4. (Added) Use AFSPC Form 116, **Request for Speaker**, to record pertinent information regarding requests for speakers.

8.43.4. (Added) Noise Complaints.

8.43.4.1. (Added) Responsibilities.

8.43.4.1.1. (Added) The chief of Community Relations has the primary responsibility of developing and implementing general public response procedures for noise complaints and responding to noise complaints if available.

8.43.4.1.2. (Added) The chief of Media Relations coordinates media queries concerning noise complaints.

8.43.4.1.3. (Added) All public affairs personnel should ensure they are familiar with complaint procedures and handle complaints if the chief of Community Relations is not available.

8.43.4.1.4. (Added) The superintendent will ensure the noise complaint procedures are included in the training schedule for all office members.

8.43.4.2. (Added) Procedures.

8.43.4.2.1. (Added) To handle low-level and vicinity flight noise complaints:

8.43.4.2.2. (Added) Treat the caller with utmost courtesy.

8.43.4.2.3. (Added) Document the complaint on AFSPC Form 8, **Noise Complaint Record**. Ensure form is filled out completely and accurately.

8.43.4.2.4. (Added) Contact base operations to determine the cause of the complaint (aircraft on low-level route, special exercise, pilots unaware of sensitive local flying areas, etc.).

8.43.4.2.5. (Added) Provide an answer to the caller as soon as possible using only factual data.

8.43.4.2.6. (Added) Do not forward the caller to other potentially responsible units without first telling the caller all you can about the facts behind the incident.

8.43.4.2.7. (Added) If the caller wants to file a formal complaint with the home unit of the aircraft, release the following to the caller: unit, home base, address and phone number. Never release the name of the pilot.

8.43.4.2.8. (Added) Forward a copy of the complaint to the Judge Advocate's Claim Office if a claim for damages may be involved.

8.43.4.2.9. (Added) File the AFSPC Form 8.

8.43.4.3. (Added) Sonic Boom Complaints.

8.43.4.3.1. (Added) Accept and respond to all sonic boom complaints IAW AFPD 35 series.

8.43.4.3.2. (Added) Coordinate all sonic boom complaints with base JA. They will contact the "Boom-Bin" in Washington, D.C., and if a claim is involved, they will send the proper forms to the claimant.

8.43.4.3.3. (Added) Document the complaint on AFSPC Form 8. Ensure form is filled out completely and accurately.

8.43.4.4. (Added) Noise from Base Vicinity.

8.43.4.4.1. (Added) Document complaint and inform the caller you will call back with information on the incident.

8.43.4.4.2. (Added) Try to identify the noise source by contacting Base Operations, Civil Engineers, and/or Security Forces.

8.43.4.4.3. (Added) Contact the caller with available information concerning the noise. Treat the caller with utmost courtesy.

8.43.4.4.4. (Added) Document the complaint on AFSPC Form 8. Ensure the form is filled out completely and accurately. Submit the form to Security Forces as general information.

## **18.12. Forms Prescribed. AFSPC Form 8, Noise Complaint Record**

18.12.2. (Added) AFSPC Form 35, **Speaker's Bureau Data Record**

18.12.3. (Added) AFSPC Form 116, **Request for Speaker**

***References***

AFSPC Form 8, **Noise Complaint Record**

AFSPC Form 35, **Speaker's Bureau Data Record**

AFSPC Form 116, **Request for Speaker**

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