

Agriculture and Water Quality Advisory Committee

Meeting #9 (September 2015)

Complaints

- General Agency Policy:
 - Encourage public to report environmental problems that they see. (Note: if you cause a hazardous waste or oil spill, you are required to report it).
 - People may request that their personal information be kept confidential

What do we generally ask people to include when they report a problem?

- What is the problem?
- Where is the problem?
- What kind of material is involved?
- How much is there?
- Who is responsible for the material?

Process

- Complaint is forwarded to appropriate staff.
 - Can come in via phone, email or online reporting tool.
- Staff will verify whether there is a problem.
 - We use the same site conditions and look at the same things as we do during watershed evaluations.
 - No problem: No further action is taken.
- If a problem is verified, we will generally contact the producer:
 - Offer Technical and Financial Assistance.



Questions