

Response to Complaint

- Type of Facility
- Caller Information
 - Contact, address, phone number, email address, etc.
 - Narrative about conditions
 - What has occurred, when it occurred, where it occurred, are conditions ongoing
 - If a spill occurred, material spilled, quantity spilled, is spill ongoing, spill location, possible receptors (i.e. surface water, tile intake,

Confidentiality

- Tennessen Warning Guidance
(ERP Appendix II-3)

The Tennesson Warning is a statement that is required whenever you are asking an individual person to provide information about that individual person that is classified as “private” or “confidential”.

When an inspection is needed

- Delegated County
 - CFO will conduct initial inspection of complaint.
 - Appropriate follow up will depend on the circumstances surrounding the complaint.
 - Complaint response should be within 48 hours of receiving the complaint
- Non-Delegated County
 - MPCA staff will conduct inspection and provide the appropriate follow up.
 - Complaint responses should be within 48 hours of receiving complaint

Safety First

Leave Facility if:

- you feel threatened
- conditions look unsafe
- facility representative exhibits strange or violent behavior