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