

State Water Resources Control Board

Division of Drinking Water

ELAP's Guide on How to File a Complaint

In order to file a complaint (whether it be on ELAP or an environmental laboratory) follow either of these options.

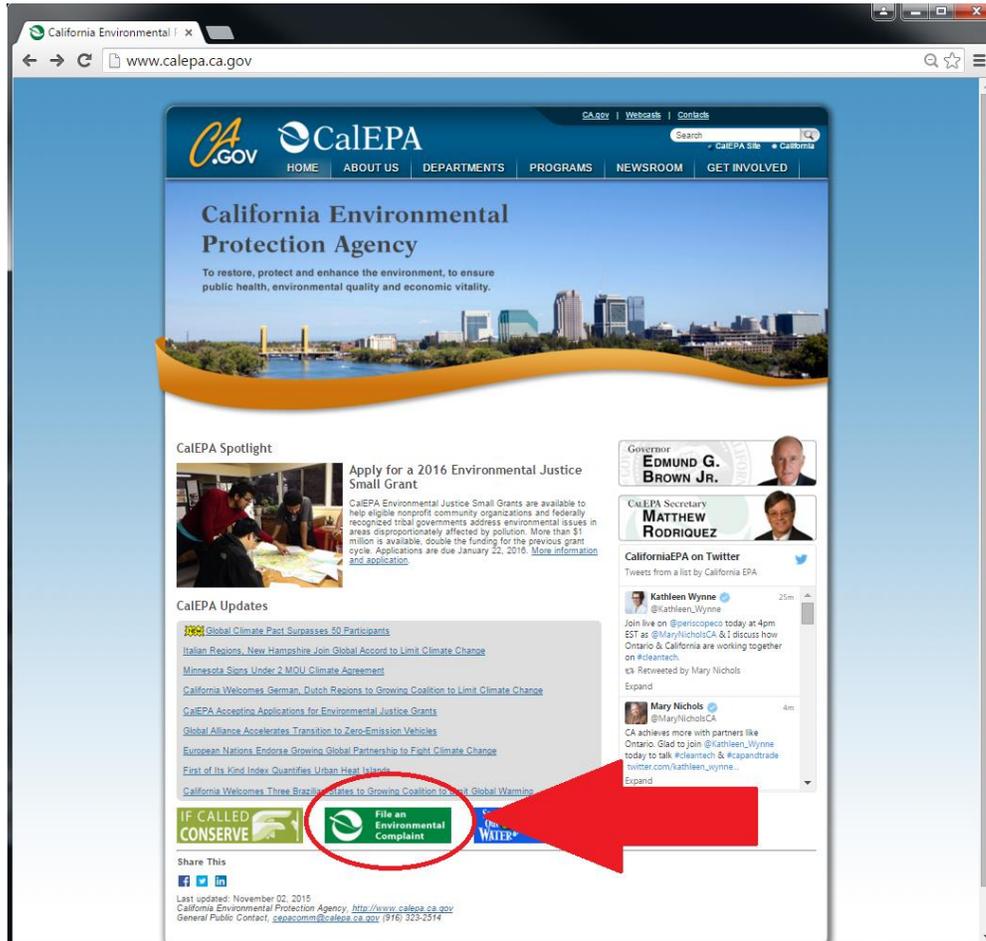
Option A:

The first option for filing a complaint is to call or email the Chief of ELAP. Christine Sotelo may be reached at: christine.sotelo@waterboards.ca.gov or (916) 341-5175.

Option B:

The second option is to file a complaint through the CalEPA Complaint Form. Use this option if you wish to remain anonymous. Follow these steps to ensure your complaint is filed properly:

1. Go to: <http://www.calepa.ca.gov/>.
2. Click on the "File an Environmental Complaint" icon found at the bottom of the page.

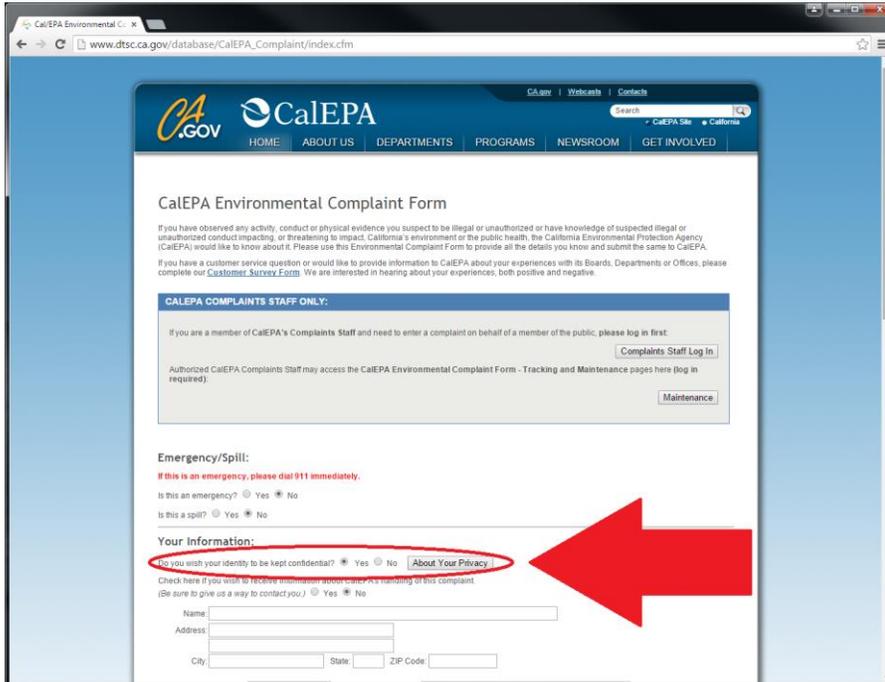


The screenshot shows the homepage of the California Environmental Protection Agency (CalEPA) website. The browser address bar displays "www.calepa.ca.gov". The website header includes the "CA.GOV" logo and the "CaIEPA" logo, with navigation links for HOME, ABOUT US, DEPARTMENTS, PROGRAMS, NEWSROOM, and GET INVOLVED. The main banner features the text "California Environmental Protection Agency" and the tagline "To restore, protect and enhance the environment, to ensure public health, environmental quality and economic vitality." Below the banner, there are sections for "CalEPA Spotlight" (with a link to "Apply for a 2016 Environmental Justice Small Grant"), "CalEPA Updates" (with several news links), and "CaliforniaEPA on Twitter" (showing tweets from Kathleen Wynne and Mary Nichols). At the bottom of the page, there is a "Share This" section with social media icons and a "File an Environmental Complaint" button, which is circled in red and pointed to by a large red arrow.

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- Fill out the form, making sure to select "Yes" when asked if you want to keep your identity confidential.



CalEPA Environmental Complaint Form

If you have observed any activity, conduct or physical evidence you suspect to be illegal or unauthorized or have knowledge of suspected illegal or unauthorized conduct impacting, or threatening to impact, California's environment or the public health, the California Environmental Protection Agency (CalEPA) would like to know about it. Please use this Environmental Complaint Form to provide all the details you know and submit the same to CalEPA. If you have a customer service question or would like to provide information to CalEPA about your experiences with its Boards, Departments or Offices, please complete our [Customer Survey Form](#). We are interested in hearing about your experiences, both positive and negative.

CALEPA COMPLAINTS STAFF ONLY:

If you are a member of CalEPA's Complaints Staff and need to enter a complaint on behalf of a member of the public, please log in first.

Authorized CalEPA Complaints Staff may access the CalEPA Environmental Complaint Form - Tracking and Maintenance pages here (log in required).

Emergency/Spill:

If this is an emergency, please dial 911 immediately.

Is this an emergency? Yes No

Is this a spill? Yes No

Your Information:

Do you wish your identity to be kept confidential? Yes No [About Your Privacy](#)

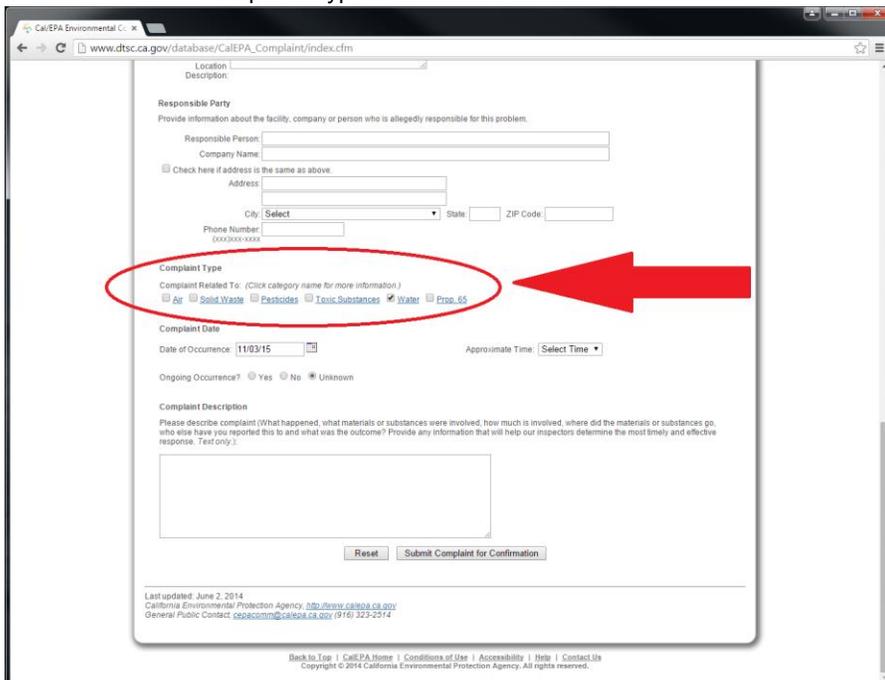
Check here if you wish to receive information about CalEPA's handling of this complaint. (Be sure to give us a way to contact you.) Yes No

Name: _____

Address: _____

City: _____ State: _____ ZIP Code: _____

In most cases the Complaint Type will be "Water."



Location: _____

Description: _____

Responsible Party

Provide information about the facility, company or person who is allegedly responsible for this problem.

Responsible Person: _____

Company Name: _____

Check here if address is the same as above.

Address: _____

City: State: _____ ZIP Code: _____

Phone Number: _____

Complaint Type

Complaint Related To: (Click category name for more information.)

Air Solid Waste Pesticides Toxic Substances Water Pwr. 65

Complaint Date

Date of Occurrence: Approximate Time:

Ongoing Occurrence? Yes No Unknown

Complaint Description

Please describe complaint (What happened, what materials or substances were involved, how much is involved, where did the materials or substances go, who else have you reported this to and what was the outcome? Provide any information that will help our inspectors determine the most timely and effective response. Text only.)

Last updated: June 2, 2014
California Environmental Protection Agency, <http://www.cal EPA.ca.gov>
General Public Contact: epicomm@cal EPA.ca.gov (916) 323-2574

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- Click "Submit Complaint for Confirmation" to submit your complaint.