

# **User Reference Guide**

Complaint

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## **COURSE OVERVIEW**

## **Course Description**

WellSTAR enables the public to file and post complaints online via its Complaint capability. Internal Users are able to respond to, upload documents for, and assign dispositions to complaints.

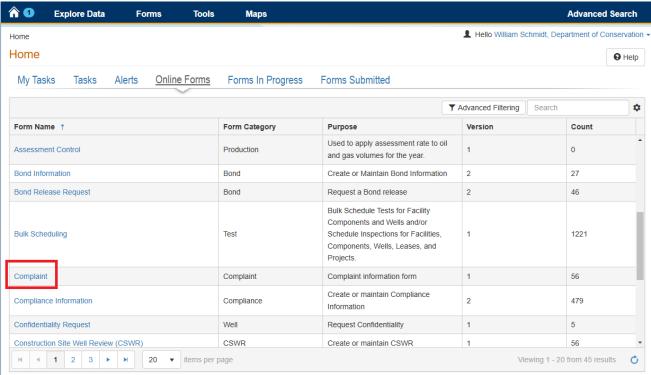
## 1 **CREATE COMPLAINTS**

This lesson describes the process by which the public and Internal Users create a Complaint. This User Guide describes the submission of the Complaint online form. The online from can be submitted by the Public, operators, or Internal Users.

#### Lesson Objectives:

- Create and Maintain Complaint
- Review Complaints
- View Complaints

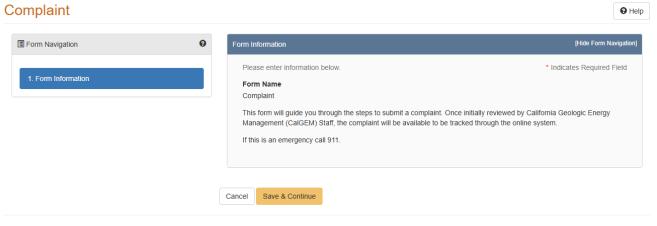
## 1.1 Create and Maintain Complaints



	Action	Required Fields
1.	From the Home screen, select <b>Online Forms.</b>	
2.	Click on the Advanced Filtering to make the fields editable. In the "Form Name" field, type in "Complaint" hit tab and select "contain" from the dropdown	
3.	Click on the blue hyperlink labeled <b>Complaint</b> to open the Complaint Form.	

#### **Section 1. Form Information**

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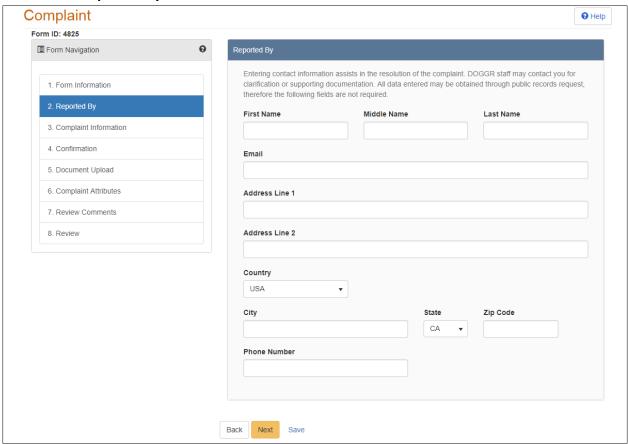


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Build Version: R5.1.13\_20241017 TRN

Step	Action	Required Fields
1.	You will be taken to Section 1. Form Information.	
2.	Click "Save & Continue".	

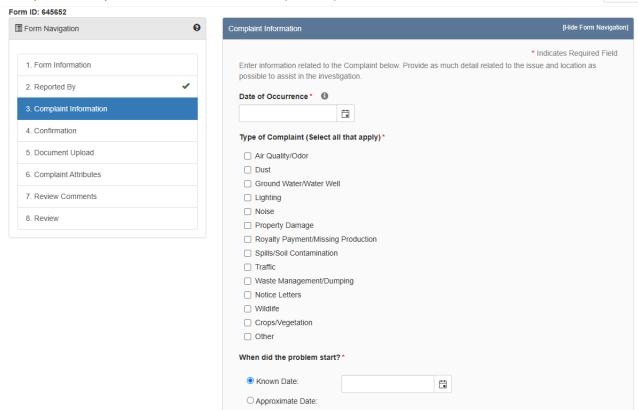
## Section 2. Reported by



Step	Action	Required Fields
1.	Complete the <b>Reported by</b> Information: Name and Address	
	information. This information is not required.	
2.	Click "Next".	

#### **Section 3. Complaint Information**

Complaint - Department of Conservation (D1830)

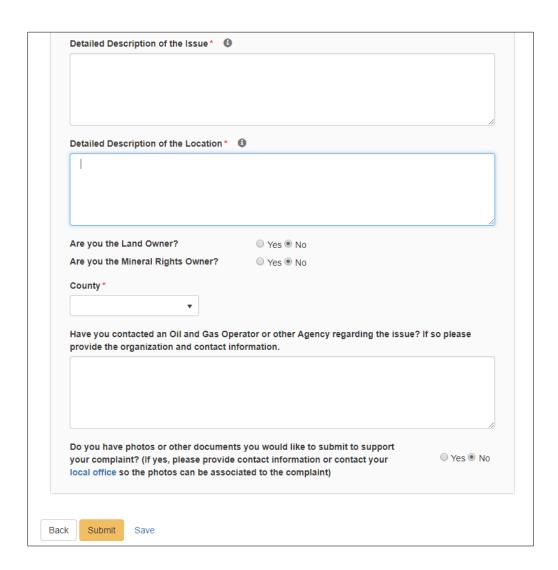


Is problem ongoing?

O Yes 

No

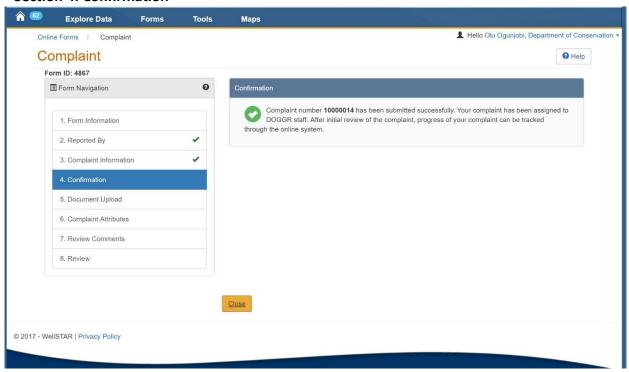
Help



Step	Action	Required Fields
1.	Detailed Complaint Information is entered here to assist CalGEM's investigations. Enter date of occurrence of complaint.	Date of occurrence
2.	Select all that apply from Type of Complaint list.	Type of complaint
3.	Choose between known or approximate date to enter when problem starts.	When did the problem start
4.	Choose either yes or no to enter if the problem is ongoing.	
5.	Provide a detailed description of the issues.	Detailed description of issue

6.	Provide detailed description of the location.	Detailed
		description of
		location
7.	Answer Yes or No to "Are you the land owner?"	
	Answer Yes or No to "Are you the mineral rights owner?"	
	, c	
8.	Choose County of occurrence from the dropdown.	County
9.	Provide name of Operator or Government Agency if a complaint on	
	the same issue has been filed with either or both of them.	
10.	Answer Yes if pictures of the location or event or any document is	
	available. No, if not.	
	Note: pictures or documents will be uploaded in Section 5 of the	
	Complaint form.	

#### **Section 4. Confirmation**



Step	Action	Required Fields
1.	No action needed.	
	NOTE: Complaint Number is generated.	
	A Review Task is created for the Complaint Review Workgroup. This	
	is district specific and depends on the County selected in the	
	Complaint.	

#### 1.1.1 Key Points

- The public is able to use the Complaint online form to submit a complaint to the CalGEM.
- The submitter of complaint form may decide to be anonymous.