



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 form can be submitted by the Public, operators, or Internal Users.

Lesson Objectives:

- Create and Maintain Complaint
- Review Complaints
- View Complaints

Complaints

1.1 Create and Maintain Complaints

Home

Home

My Tasks

Tasks

Alerts

Online Forms

Forms In Progress

Forms Submitted

Advanced Filtering

Search

Form Name ↑	Form Category	Purpose	Version	Count
Assessment Control	Production	Used to apply assessment rate to oil and gas volumes for the year.	1	0
Bond Information	Bond	Create or Maintain Bond Information	2	27
Bond Release Request	Bond	Request a Bond release	2	46
Bulk Scheduling	Test	Bulk Schedule Tests for Facility Components and Wells and/or Schedule Inspections for Facilities, Components, Wells, Leases, and Projects.	1	1221
Complaint	Complaint	Complaint information form	1	56
Compliance Information	Compliance	Create or maintain Compliance Information	2	479
Confidentiality Request	Well	Request Confidentiality	1	5
Construction Site Well Review (CSWR)	CSWR	Create or maintain CSWR	1	56

1234567891011121314151617181920

20 items per page

Viewing 1 - 20 from 45 results

	Action	Required Fields
1.	From the Home screen, select Online Forms .	
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 Complaint to open the Complaint Form.	

Section 1. Form Information

Complaint

Help

Form Navigation

1. Form Information

Form Information

[Hide Form Navigation]

Please enter information below. * Indicates Required Field

Form Name
Complaint

This form will guide you through the steps to submit a complaint. Once initially reviewed by California Geologic Energy Management (CalGEM) Staff, the complaint will be available to be tracked through the online system.

If this is an emergency call 911.

Cancel

Save & Continue

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

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Section 2. Reported by

Complaint

Form ID: 4825

Form Navigation

1. Form Information

2. Reported By

3. Complaint Information

4. Confirmation

5. Document Upload

6. Complaint Attributes

7. Review Comments

8. Review

Reported By

Entering contact information assists in the resolution of the complaint. DOGGR staff may contact you for clarification or supporting documentation. All data entered may be obtained through public records request, therefore the following fields are not required.

First Name

Middle Name

Last Name

Email

Address Line 1

Address Line 2

Country

City

State

Zip Code

Phone Number

Back

Next

Save

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



Complaints

Section 3. Complaint Information


Complaint - Department of Conservation (D1830)

 Help

Form ID: 645652

 Form Navigation 

1. Form Information

2. Reported By 

3. Complaint Information

4. Confirmation

5. Document Upload

6. Complaint Attributes


7. Review Comments


8. Review

Complaint Information [Hide Form Navigation]

* Indicates Required Field

Enter information related to the Complaint below. Provide as much detail related to the issue and location as possible to assist in the investigation.

Date of Occurrence * 



Type of Complaint (Select all that apply) *

☐ Air Quality/Odor

☐ Dust

☐ Ground Water/Water Well

☐ Lighting

☐ Noise

☐ Property Damage

☐ Royalty Payment/Missing Production

☐ Spills/Soil Contamination

☐ Traffic

☐ Waste Management/Dumping

☐ Notice Letters


☐ Wildlife

☐ Crops/Vegetation

☐ Other

When did the problem start? *

☒ Known Date:



☐ Approximate Date:

Is problem ongoing? ☐ Yes ☒ No

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Detailed Description of the Issue * ⓘ

Detailed Description of the Location * ⓘ

Are you the Land Owner? ☐ Yes ☒ No

Are you the Mineral Rights Owner? ☐ Yes ☒ No

County *

Have you contacted an Oil and Gas Operator or other Agency regarding the issue? If so please provide the organization and contact information.

Do you have photos or other documents you would like to submit to support your complaint? (If yes, please provide contact information or contact your [local office](#) so the photos can be associated to the complaint) ☐ Yes ☒ No

Back

Submit

Save

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

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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?”	
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.	

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Section 4. Confirmation

The screenshot shows the 'Complaint' form in the WellSTAR system. The form is titled 'Complaint' and has a 'Form ID: 4867'. The 'Form Navigation' pane on the left lists the following steps: 1. Form Information, 2. Reported By (with a green checkmark), 3. Complaint Information (with a green checkmark), 4. Confirmation (highlighted in blue), 5. Document Upload, 6. Complaint Attributes, 7. Review Comments, and 8. Review. The main content area displays a 'Confirmation' message: 'Complaint number 10000014 has been submitted successfully. Your complaint has been assigned to DOGGR staff. After initial review of the complaint, progress of your complaint can be tracked through the online system.' A 'Close' button is located at the bottom right of the form. The footer includes the copyright notice '© 2017 - WellSTAR | Privacy Policy'.

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.