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 **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.	

Complaints

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

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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 **Reported by** Information: Name and Address information. This information is not required.	
2.	Click **"Next".** ⬚ Next	

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 * ℹ

[   ] 📅

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

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?"	
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.