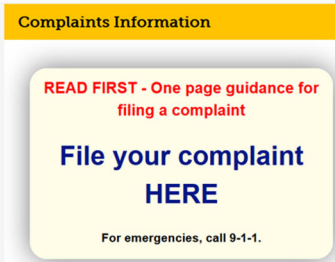




ECMC Public Complaint Process

Online Complaint Form



- Online tool for written complaint submittal accessible from the ECMC website.
- Helps ensure all the required information is included.
- Required information on a complaint:
 - **What** - detailed description of the issue or issues.
 - **Where** - location of the issue (street address, intersection, or name of the location).
 - **How** - How can the ECMC contact you for follow-up (optional, but highly recommended).
- The more information a complainant can provide, the more efficient and timely the ECMC response.
- Complaints may be submitted anonymously.

- Any person in Colorado has the right to file a complaint with the ECMC related to oil and gas operations within the state.
- The ECMC considers this to be an important public action that helps identify and resolve issues.
- ECMC has a dedicated webpage for public complaints.
- The webpage provides an easy to use online tool for written complaint submittal.
- Clear instructions and Q&As are provided on the website.
- ECMC has dedicated staff for receiving complaints submitted by the public.
- It is required for complaints to be submitted in written form to provide complete and accurate information from the complainant.
- Preferred options for written submittal:
 - Online Tool: ecmc.state.co.us/complaints.html
 - Email: dnr_ecmc_complaints@state.co.us
- Resolution process allows ECMC staff to communicate with operators and complainants to investigate and close complaints.
- Complainants can access complaint documents to monitor the resolution process through the webpage.



Intake and Routing



Investigate and take appropriate



Close and communicate

Complaint Process



Intake and Routing:

- ECMC staff determines if the complaint is regulated under ECMC Rules.
- If not, the complaint is routed to the appropriate agency and ECMC provides complainant the contact information for that regulating agency (i.e. CDPHE, County, etc.).
- If yes, staff prepares required documentation and routes the complaint to technical staff for investigation.



Investigate and take appropriate action:

- ECMC staff discusses the issue(s) with the complainant.
- ECMC staff discusses the issue(s) with the operator and involves other ECMC staff, as appropriate.
- ECMC staff conducts an investigation to determine if ECMC rule violations have occurred.
- ECMC works with the operator to initiate appropriate remedial actions, if necessary.
- ECMC staff documents each investigation in applicable ECMC documentation, which are posted on the ECMCs website.



Close and Communicate:

- ECMC Complaint Staff verifies investigation results.
- ECMC Complaint Staff finalizes and approves required ECMC documentation.
- ECMC staff compares results to enforcement matrix
- ECMC Complaint Staff sends formal communication to complainant regarding resolution or closure.