

**CITY OF VALDOSTA
ILLICIT DISCHARGE
COMPLAINT RESPONSE PROCEDURES
(JUNE 2013)**

Step 1: Log citizen / employee complaint (e.g. date, name, contact information, location, concern, etc).

Step 2: Inform the Environmental Manager of the illicit discharge complaint.

Step 3: Perform site visit, investigate, and document with pictures and notes.

Step 4: Determine if there is an illicit discharge.

Step 5: If an illicit discharge does not exist, contact the citizen / employee and close out the complaint. If the citizen / employee is not satisfied with the findings, refer the complaint to the Environmental Manager.

Step 6: If an illicit discharge is found track the source of the discharge.

- If the source of the discharge is traceable, contact the person responsible for the property / source and provide the corrective actions needed and timeframe.
- If the source of the discharge is not traceable, document that the source could not be found and close out the complaint.

Step 7: If corrective measures are not completed, refer the case to the City Marshal office.

Step 8: If corrective actions are completed, notify the citizen / employee and close out the complaint.

FOR MORE INFORMATION:
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