

**CITY OF VALDOSTA**  
**EROSION AND SEDIMENTATION (E&S)**  
**COMPLAINT RESPONSE PROCEDURES**  
(JUNE 2013)

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

**Step 2:** Perform site visit, investigate and document with pictures and notes.

**Step 3:** Determine if there is a violation(s).

**Step 4:** If no E&S violation found, notify the citizen / employee and close case file. If the citizen / employee does not agree with findings, refer the case to the Georgia – Environmental Protection Division Albany office.

**Step 5:** If an E&S violation is found, contact the person responsible for the property / job site of the violation(s) and provide the corrective actions needed and timeframe.

**Step 6:** If corrective actions are not completed, refer the case to the Georgia – Environmental Protection Division Albany office for guidance.

**Step 7:** If correction actions are completed, notify the citizen / employee and close case file.

FOR MORE INFORMATION:  
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