



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

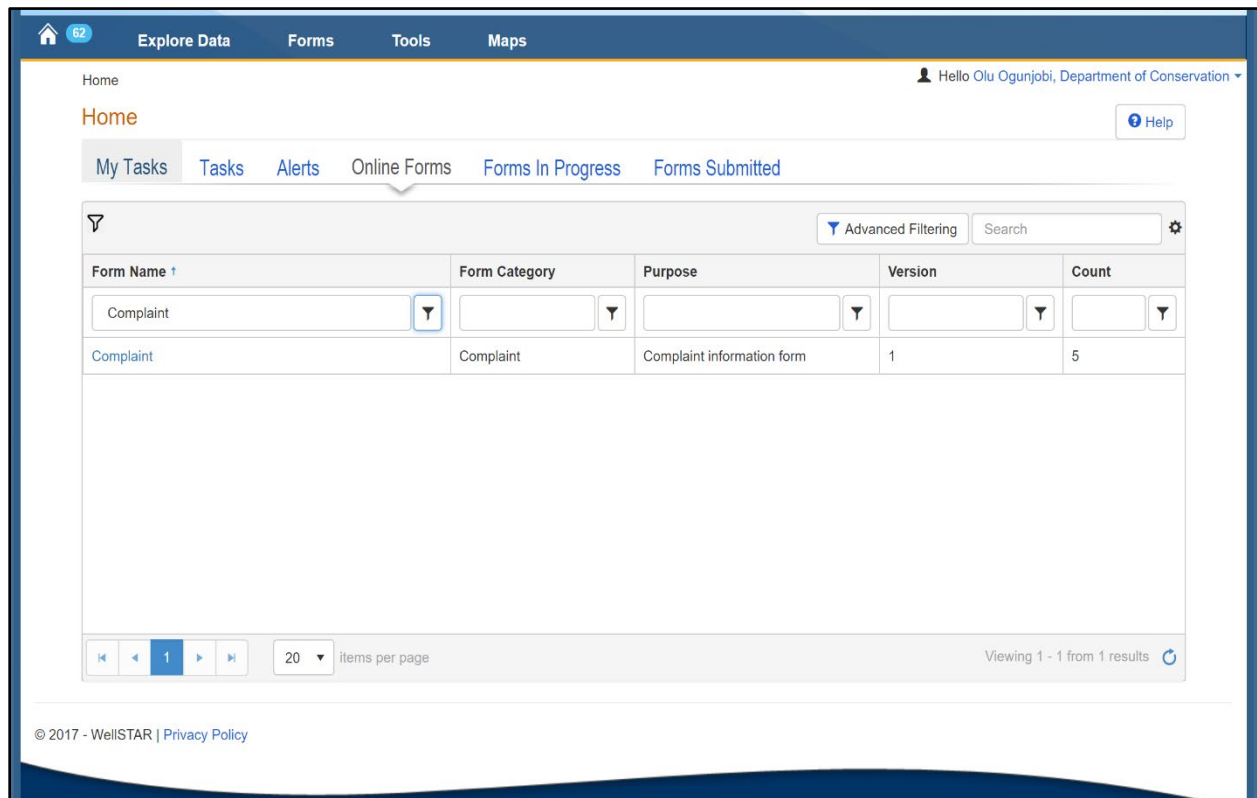
This lesson describes the process by which the public and Internal Users create a Complaint. This User Guide describes the submission of the Complaint online form. The online form can be submitted by the Public, operators, or Internal Users.

Lesson Objectives:

- Create and Maintain Complaint
- Review Complaints
- View Complaints

Complaints

1.1 Create and Maintain Complaints



	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


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 DOGGR Staff the complaint will be available to be tracked through the online system.

If this is an emergency call 911.

I have read and accept the [Privacy Notice of Collection](#)

I'm not a robot  [Privacy - Terms](#)

Step	Action	Required Fields
1.	You will be taken to Section 1. Form Information. Read and check the Privacy Notice box.	
2.	Click the "I'm not a Robot" box.	
3.	Click " Save & Continue ".	

Complaints

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" . Next	

Complaints

Section 3. Complaint Information

Complaint

Form ID: 4826 [Help](#)

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

* 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

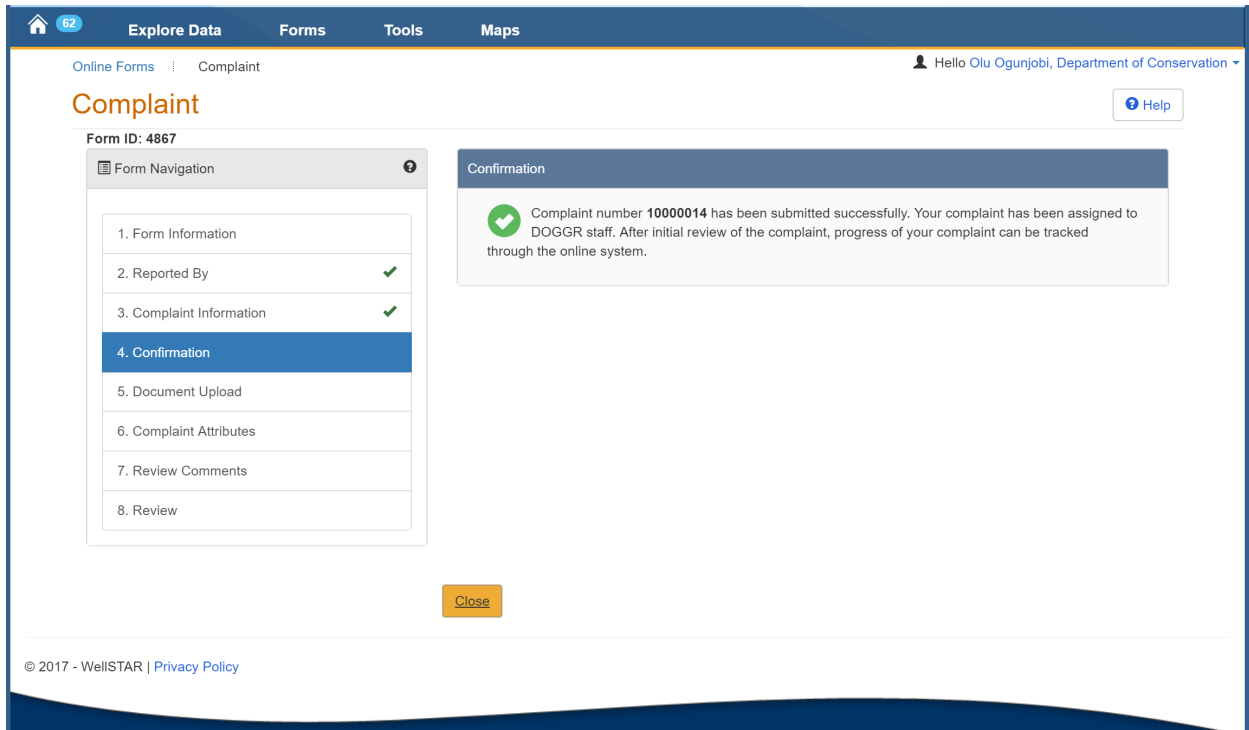
Step	Action	Required Fields
1.	Detailed Complaint Information is entered here to assist DOGGR's investigations. Enter date of occurrence of complaint.	Date of occurrence
2.	Select all that apply from Type of Complaint list.	Type of complaint
3.	Choose between known or approximate date to enter when problem 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

Complaints

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.	

Complaints

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 DOGGR.
- The submitter of complaint form may decide to be anonymous.