Searching for Complaints

Begin by accessing ADEM’s main web page at www.adem.state.al.us and clicking on the red “Complaints” button:
Searching for Complaints
Click on the “Search” button on the left side of the screen:
Searching for Complaints

Complaints are searchable using a variety of criteria:

Web link for Complaint Search: http://app.adem.alabama.gov/complaints/default.aspx

- **Complaint Number:** Each complaint submitted to the Department is assigned a unique number. If the complaint was submitted online, a complaint number is given at the time the complaint is submitted. If the complaint was submitted using another method (phone, fax, email, letter), the complaint number is provided by an ADEM staff member.

To find a complaint using the complaint number, go to the web link cited above, enter the complaint number and click on the Go button.
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- **Search by County:** If you know the county to which the complaint applies, use the dropdown box to select the county and then click on the Search button.

If you know any other information, such as the date of the complaint and/or the media area you can also include that data to narrow your search.
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- **Search by Date Range:** If you know the approximate date of when the complaint was submitted to ADEM you may specify that date range.
  1. Click on the checkbox beside “Date Range?"
  2. Enter the beginning of the date range on the first line beside “Date Received?”
  3. Enter the end of the date range on the second line beside “Date Received?”
  4. Click on Search
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• **Search by Media Area:** If you know the media area to which the complaint applies, use the media area check boxes to select then click on the Search button. – Multiple media areas may be selected. The search can be further narrowed using the county dropdown and/or the date of the complaint. If you are not sure of the exact date of the complaint you may use a date range in combination with the media area.
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Example: We are looking for a complaint that was filed with ADEM in regard to an incident in Calhoun county that was reported to ADEM during January 2012 for the “Water” Media area.

1. Click the checkbox beside the “Water” media area.
2. Click on the county dropdown and click on “Calhoun.”
3. Click on the checkbox beside “Date Range?”
4. Enter 1/1/2012 on the first line beside “Date Received?”
5. Enter 1/31/2012 on the second line beside “Date Received?”
6. Click on Search
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Example: (continued)

Once you click on “Search,” complaints that match the search criteria (if any) are listed. – Click on the Complaint Number to open a copy of the complaint.