

Searching for Complaints

Begin by accessing ADEM's main web page at www.adem.state.al.us and clicking on the red "Complaints" button:

The screenshot shows the ADEM website homepage. The header features the ADEM logo and the text "Alabama Department of Environmental Management". Below the header is a navigation bar with "Home" and a large banner image of a landscape with mountains and trees, captioned "Cherokee Rock Village, Lookout Mountain - Alabama Board of Tourism".

On the left side, there is a vertical menu with the following items: ADEM Forms, ADEM Programs, Alabama Environmental Regulations and Laws, Compliance Information, Environmental Management Commission, Inside ADEM, More Information, Notices and Events, and Contact Us. Below this menu is a sign-up form for email notifications and a search bar.

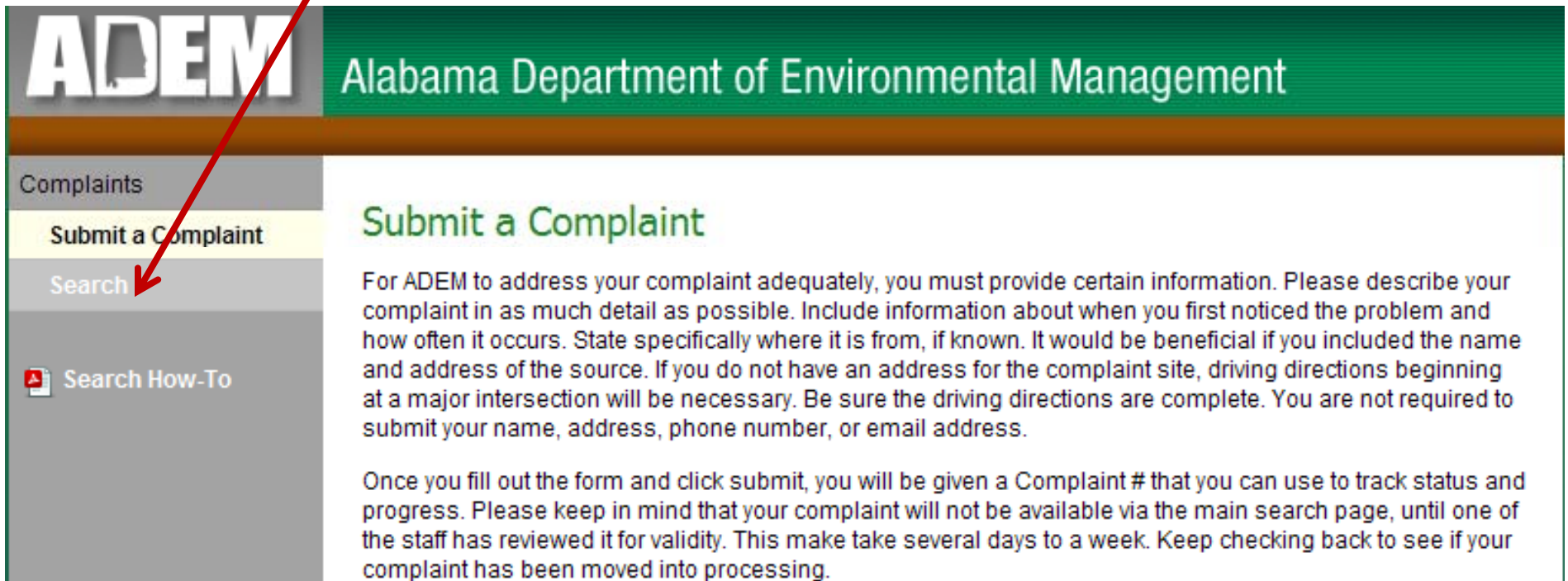
The main content area includes a "Welcome to ADEM" section with a paragraph about Alabama's natural resources. Below this is a "Top News" section with two news items dated February 13, 2012 and February 10, 2012.

On the right side, there is a vertical menu of quick links: e-Pay (yellow button with a dollar sign icon), Complaints (red button with a speech bubble icon), ARRA (green button with a map icon), Calendar (blue button with a calendar icon), and What's Happening In Your County (orange button with a map icon).

A red arrow points from the text above to the "Complaints" button in the right-hand menu.

Searching for Complaints

Click on the “Search” button on the left side of the screen:



The screenshot shows the Alabama Department of Environmental Management (ADEM) website. The header features the ADEM logo and the text "Alabama Department of Environmental Management". The left sidebar contains a menu with the following items: "Complaints", "Submit a Complaint", "Search", and "Search How-To". A red arrow points to the "Search" button. The main content area is titled "Submit a Complaint" and contains the following text:

For ADEM to address your complaint adequately, you must provide certain information. Please describe your complaint in as much detail as possible. Include information about when you first noticed the problem and how often it occurs. State specifically where it is from, if known. It would be beneficial if you included the name and address of the source. If you do not have an address for the complaint site, driving directions beginning at a major intersection will be necessary. Be sure the driving directions are complete. You are not required to submit your name, address, phone number, or email address.

Once you fill out the form and click submit, you will be given a Complaint # that you can use to track status and progress. Please keep in mind that your complaint will not be available via the main search page, until one of the staff has reviewed it for validity. This make take several days to a week. Keep checking back to see if your complaint has been moved into processing.

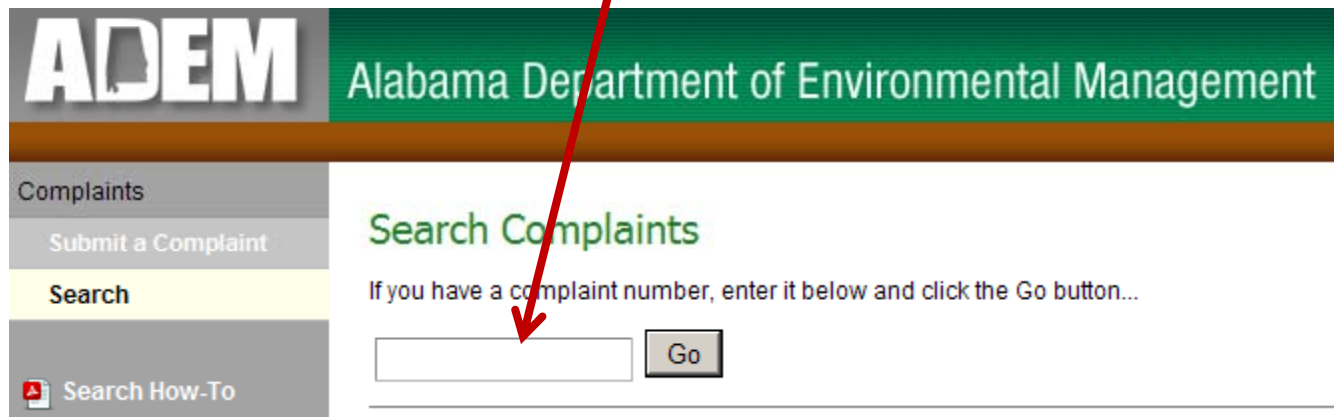
Searching for Complaints

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.



The screenshot shows the Alabama Department of Environmental Management (ADEM) website. The header features the ADEM logo and the text 'Alabama Department of Environmental Management'. Below the header is a navigation menu with options: 'Complaints', 'Submit a Complaint', 'Search', and 'Search How-To'. The 'Search' option is highlighted in yellow. The main content area is titled 'Search Complaints' and contains the instruction: 'If you have a complaint number, enter it below and click the Go button...'. Below this instruction is a text input field and a 'Go' button. A red arrow points from the text above to the input field.

Searching for Complaints

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

- **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.

Search Complaints

If you have a complaint number, enter it below and click the Go button...

...Or use the search below:

Media: Air Water Land Coastal

County:

Date Received: Date Range?

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.

Searching for Complaints

web link for Complaint Search: <http://app.adem.alabama.gov/complaints/default.aspx>

• **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

The screenshot shows the search interface for ADEM complaints. It includes a 'Media' section with checkboxes for Air, Water, Land, and Coastal. Below that is a 'County' dropdown menu. The 'Date Received' section has two input fields: the first contains '1/1/2012' and the second contains '1/31/2012'. To the right of these fields is a checked checkbox labeled 'Date Range?'. At the bottom is a 'Search' button. Red arrows from the list above point to the 'Date Range?' checkbox, the first date input field, the second date input field, and the 'Search' button.

Media: Air Water Land Coastal

County:

Date Received:

Date Range?

Searching for Complaints

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

- **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.

Search Complaints

If you have a complaint number, enter it below and click the Go button...

...Or use the search below:

Media: Air Water Land Coastal

County:

Date Received:

Date Range?

Searching for Complaints

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

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.

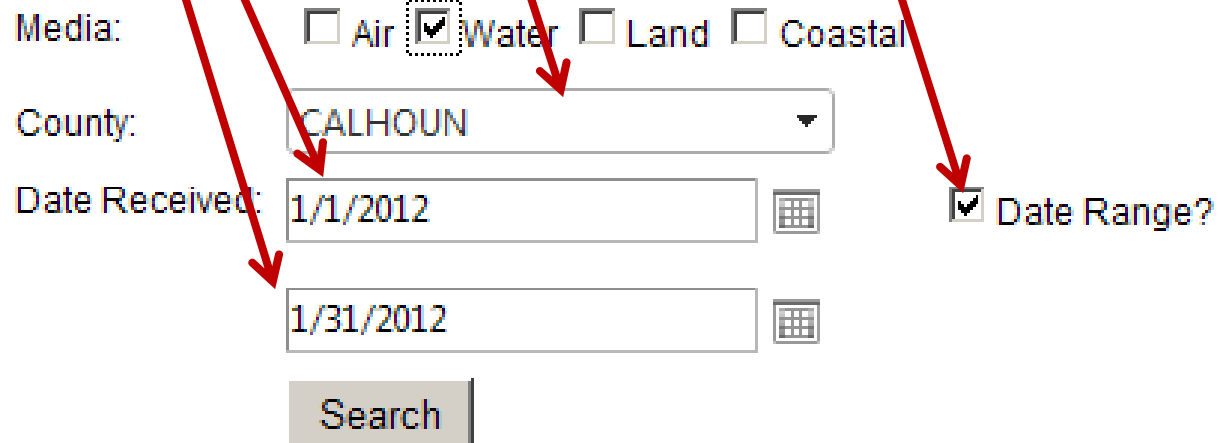
1. Click the checkbox beside the “Water” media area.
2. Click on the county dropdown and click on “Calhoun.”
3. Click on the checkbox beside “Date Range?”
4. Enter 1/1/2012 on the first line beside “Date Received?”
5. Enter 1/31/2012 on the second line beside “Date Received?”
6. Click on Search

Media: Air Water Land Coastal

County:

Date Received:

Date Range?



Searching for Complaints

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

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.

Media: Air Water Land Coastal

County:

Date Received: Date Range?

<u>Number</u>	<u>Date Received</u>	<u>County</u>	<u>Media</u>
5W-004WN4G61	1/25/2012	GALHOUN	WATER

