

Texas Commission on Environmental Quality
Landscape Irrigation General Complaint Form

Please Print or Type. For more information, see reverse side.

COMPLAINT REGISTERED AGAINST (RESPONDENT):

Respondent's Full Name _____ Home Phone _____

Cell Phone _____ Business Phone _____

Address _____

City _____ State _____ ZIP _____ County _____

Business Name _____

Business Address _____

City _____ State _____ ZIP _____ County _____ Lic. No. _____

PERSON REGISTERING COMPLAINT (COMPLAINANT) -OR- CIRCLE: ANONYMOUS

Complainant's Name _____ Home Phone _____

Cell Phone _____ Business Phone _____

Address _____

City _____ State _____ ZIP _____

Business Name _____ Lic No. if applicable _____

DETAILS OF YOUR COMPLAINT

DESCRIBE YOUR COMPLAINT IN SUFFICIENT DETAIL ANSWERING THE FOLLOWING QUESTIONS: WHO IS THE IRRIGATOR? WHAT DATE AND TIME DID THIS INCIDENT OCCUR? WHERE DID THIS INCIDENT OCCUR? WHAT IS THE PHYSICAL ADDRESS (STREET, CITY, COUNTY) WHERE THE IRRIGATION SYSTEM IS LOCATED? ATTACH PERTINENT COPIES OF DOCUMENTS SUCH AS CONTRACTS, PLANS, RECEIPTS, CORRESPONDENCE, PICTURES, ETC. TO SUBSTANTIATE THE ALLEGATIONS. (Attach additional sheets where necessary.)

Have you talked with the Respondent about this complaint? Yes No If so, when: _____

Results: _____

By my signature, the facts thus stated, are true to the best of my knowledge and belief.

Signature: _____ Date: _____

Please note that you may be asked to sign an affidavit, testify in court, and/or certify what you have reported if the investigation results in cited violations leading to an enforcement action.

<i>This box for TCEQ staff use only.</i> Date Received: _____ Incident No. _____ Staff initials: _____
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Landscape Irrigation Complaint Process

Who May File A Complaint?

Any person may file a valid complaint against any individual relating to any phase of landscape irrigation.

How Do I File A Complaint?

A. Complaints may be in writing. Complaints may be submitted on this form, or in a similar format.

B. Describe your complaint in detail. Include dates, times, location (physical address), and name. Attach additional documentation such as copies of plans, contract documents, pictures, etc.

C. Submit the form and supporting documents by: Landscape Irrigation Program, MC-178, PO Box 13087, Austin, Texas 78711-3087; fax – 512/239-0533; or e-mail – install@tceq.state.tx.us

How Will I Know The Status Of My Complaint?

A. You may contact the program office in writing or by telephone for a periodic status of your report by calling 512/239-6956.

B. If the nature of the complaint is outside the agency's jurisdiction, you will be notified in writing.

What Complaints Are Within The Agency's Jurisdiction?

A. Any complaint resulting from any person, licensed or unlicensed, who sells, designs, consults, installs, maintains, alters, repairs, or services a landscape irrigation system.

B. Any landscape irrigation violation of the Texas Water Code chapter 37, Occupations Code chapter 1903, and Texas Administrative Code chapter 344.

What Is The Complaint Process?

A. The complaint is received, reviewed, and assigned to the appropriate Landscape Irrigation Program staff member.

B. The Complainant (if known) may be contacted to obtain additional information.

C. The person upon which the complaint has been filed (Respondent) will be contacted.

D. The investigation may result in one, or a combination of the following:

1. Resolved verbal or written notice of violation mail to: TCEQ,
2. License suspension or revocation.
3. Enforcement Action: administrative or civil penalty.
4. Dismissal of complaint due to insufficient evidence.

How May I Obtain More Information?

For more information, contact the TCEQ Landscape Irrigation Program, at 512/239-6300. You may visit the Agency website for additional information regarding Landscape Irrigation at: http://www.tceq.state.tx.us/nav/compliance/land_irrigate.html