

Underground Storage Tank Registered Contractor/Licensed On-Site Supervisor Complaint Process

The Texas **Commission on Environmental Quality** Underground Storage Tank Contractor Registration and On-Site Supervisor Licensing Program, is responsible for examining, licensing, regulating, and enforcing Texas Administration Code, Title 30, Chapters 30 and 334.

Who May File A Complaint?

Any person may file a complaint against any individual or contractor relating to any phase of the underground storage tank installation, repair or removal.

How Do I File A Complaint?

A. Complaints are preferred in writing-fax, letter, e-mail. Complaints are preferred to be completed and submitted on this form, or in a similar format.

B. Describe your complaint in detail. Include dates, times, locations, and names involved. Attach additional documentation such as plans, contract documents, pictures, etc. DO NOT SEND ORIGINALS.

C. Submit the form and supporting documents to:

TCEQ, MC-178
UST Contractor Registration/On-Site Supervisor Licensing Program
PO Box 13087, Austin, Texas 78711-3087;
Fax – 512/239-0533; or e-mail – licenses@tceq.state.tx.us

What Is The Complaint Process?

- A. The complaint is received, reviewed, and assigned as appropriate.
- B. The Complainant 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 informally.
 - 2. License suspension or revocation.
 - 3. Administrative or civil penalty.
 - 4. Dismissal of complaint.

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 at 512/239-6133.
- B. If the nature of the complaint is outside the agency's jurisdiction, you will be notified.

What Complaints Are Within The Agency's Jurisdiction?

Any complaint resulting from any individual that is licensed or unlicensed, or a contractor that is registered or not registered, who installs, repairs or removes underground storage tanks will be considered.

For more information, contact the UST Contractor Registration/On-Site Supervisor Licensing Program at 512/239-6133.

Underground Storage Tank Registered Contractor/Licensed On-Site Supervisor General Complaint Form

Please *Print or Type*.

COMPLAINT REGISTERED AGAINST (RESPONDENT)

Name of Person/Company _____ Home Phone _____
Address _____ Bus. Phone _____
City _____ State _____ Zip _____
Business Name _____
Address _____
City _____ State _____ ZIP _____
License No. or Registration No. if applicable _____

PERSON REGISTERING COMPLAINT (COMPLAINANT)

Name _____ Home Phone _____
Address _____ Bus. Phone _____
City _____ State _____ Zip _____
Business Name _____
License No. or Registration No. (If applicable) _____

DETAILS OF YOUR COMPLAINT

DESCRIBE YOUR COMPLAINT IN SUFFICIENT DETAIL, INCLUDING DATES, TIMES, LOCATIONS, AND NAMES. ATTACH PERTINENT DOCUMENTS SUCH AS CONTRACTS, RECEIPTS, CORRESPONDENCE, PICTURES, ETC.

Have you talked with the person/company being filed against? Yes No

Results

I HAVE READ THE PRECEDING, AND IT IS TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Signature _____ Date _____

This box for TCEQ use only:

Date Received: _____ Complaint #: _____ Date Investigated: _____
County: _____ Region #: _____ Date Resolved: _____

How was complaint resolved? _____