



TCEQ GENERAL INFORMATION

External Relations Division

GI-639 • November 2024

Compliance Review

Verifying Compliance

TCEQ staffs and maintains 16 regional offices throughout the state that verify the compliance of those we regulate. These offices are tasked with ensuring those facilities maintain compliance with applicable permits, rules, and regulations. This may be achieved by investigating compliance and responding to complaint concerns.

Investigations

Generally, an investigation of a facility includes reviewing required records, evaluating its design criteria, and evaluating other operation and maintenance activities. After an investigation, investigators assess the information gathered, evaluate compliance, assess the need for additional site visits or information, make enforcement determinations, and document the investigation in writing.

Complaints

There are three ways you can make a complaint:

- Using the QR code at the right (available in Spanish)
- Submitting online: [Make an Environmental Complaint – Texas Commission on Environmental Quality – www.tceq.texas.gov](https://www.tceq.texas.gov/make-complaint) (available in Spanish)
- Contacting your local regional office (for a list of our offices, visit www.tceq.texas.gov/agency/directory/region/reglist.html)



Once you contact TCEQ to report a problem, someone from the assigned TCEQ regional office may contact you to talk about the details of your complaint.

Can I file an anonymous complaint?

A complaint can be filed anonymously, but this may prevent TCEQ from reporting back to you or impair TCEQ's ability to take action.

After TCEQ receives a complaint and any corresponding information or evidence, the complaint is assigned an action priority level. Alternatively, if the complaint is not within TCEQ's jurisdiction, we may refer the complaint to the appropriate entity. In most cases, an unannounced on-site investigation is conducted to determine compliance with applicable environmental regulations. If the operation is found to be out of compliance with the terms and conditions of their permit or applicable regulations, an enforcement action may result.

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY • PO BOX 13087 • AUSTIN, TX 78711-3087

TCEQ is an equal opportunity employer. The agency does not allow discrimination on the basis of race, color, religion, national origin, sex, disability, age, sexual orientation, or veteran status. In compliance with the Americans with Disabilities Act, this document may be requested in alternate formats by contacting TCEQ at 512-239-0010, or 800-RELAY-TX (TDD), or by writing PO Box 13087, Austin TX 78711-3087. We authorize you to use or reproduce any original material contained in this publication—that is, any material we did not obtain from other sources. Please acknowledge TCEQ as your source. For more information on TCEQ publications, visit our website at: tceq.texas.gov/publications

How is our customer service? tceq.texas.gov/customersurvey

How do I check the status of a complaint?

The status of a complaint can be viewed at www.tceq.texas.gov/compliance/complaints/waci.html. Once we complete a complaint investigation, TCEQ will take any actions needed to ensure that any problems are corrected. Unless you have chosen to remain anonymous, you will be notified in writing about the results of the investigation. You can learn more regarding the TCEQ complaint process on the TCEQ website: [Make an Environmental Complaint - Texas Commission on Environmental Quality - www.tceq.texas.gov](http://www.tceq.texas.gov)

How is citizen-collected evidence used?

Citizen-collected evidence may be used if citizens suspect a facility is operating in violation of its permit and/or TCEQ rules. See 30 Texas Administrative Code Section 70.4, *Enforcement Action Using Information Provided by Private Individual*, for details on gathering and reporting such evidence. In some instances, the use of citizen-collected evidence may preclude anonymity. For additional information, please visit www.tceq.texas.gov/compliance/complaints/protocols/evi_proto.html.

Enforcement

When violations warrant an enforcement action, TCEQ is authorized to enforce the correction of the violations and seek penalties to deter future noncompliance. More information on the TCEQ enforcement process may be found at www.tceq.texas.gov/compliance/enforcement/process.html.

For More Information

For questions about the permitting process, call or email our Public Education Program at 800-687-4040 or pep@tceq.texas.gov.

You can also view pending permit applications, find information on public meetings and contested case hearings, provide comments, request accommodations, and more on our website at www.tceq.texas.gov/goto/participation.