



# CalEPA Complaint Management & System Demo

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# What's in This Presentation for You!

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- Managing Complaints
  - CUPAs are required to have a protocol for receiving, responding, and investigating complaints
- Features of CalEPA Complaint System
- Live System Demonstration

# Why Do We Care About Complaints?

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- The public and whistler blowers can provide us with valuable information on potential violations
- Success Stories
  - San Mateo County Water Pollution Prevention Program

# Complaint System Goals

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## ➤ **Enforcement**

- Coordinated government investigation & response

## ➤ **Accountability**

- Track of complaint as they are reviewed and investigated

## ➤ **Transparency**

- Communications with complainants

# CalEPA Agencies

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- Air Resources Board
- Department of Pesticide Regulation
- CalRecycle
- Department of Toxic Substances Control
  - Certified Unified Program Agencies (CUPAs)
- State and Regional Water Boards

# Session Poll #1

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# Complaint System Features

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- Modernized, simplified public complaint form
  - Mobile-friendly
  - GPS location capability
  - Ability to attach photos, videos, documents
  - Spanish version
- Enhanced ability to track and respond to complaints
  - Referral and report-back functionality
  - System-generated emails

# Public Portal

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➤ <https://calepacomplaints.secure.force.com/complaints/Complaint>

➤ Look for this:





Start

Details

Complete

Confirmation



Language Preference/Preferencia de Idioma

English

SELECT AN IMAGE TO REPORT A PROBLEM

Air  ?



Water  ?



Toxic Substances  ?



Pesticides  ?



Solid Waste  ?



# Complainant Communications

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- Confirmation Email
  - Includes [complaints@calepa.ca.gov](mailto:complaints@calepa.ca.gov) contact info
- 7-day Status Email
  - Includes name & contact info for agencies handling complaint, including local partner agencies
- Closure Email

# Referrals to Local Agencies

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- Improved and simplified referral process
  - Ability to send & track referrals to CUPAs and other local agencies
  - Improved process for receiving follow-up info from CUPAs and local agencies
- 600 external partner agencies in the system
- External Partner Portal
  - <https://calepacomplaints.secure.force.com/ExternalPartnerPortal/externalpartnerlogin>

# Session Poll #2

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Home



FAQs



Contact Us

# Complaint External Partner Portal

The Complaints External Partner Portal gives you access to view the complaints that CalEPA has referred to your agency and provide findings for those complaints.

## Sign In

\* Email address

\* Password

[Reset Password](#) or [Request Access](#)

## Provide Findings Without Logging In

\* Please Enter the Complaint Number

\* Please Enter the Complaint Id

# Referrals and Findings

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- Referrals outside of CalEPA are sent by email to external agency contacts
- Referral email contains key information:
  - Complaint details
  - Link to findings form
  - CalEPA complaints agent contact information
- Findings allow for CalEPA to determine whether further investigation is necessary

# Session Poll #3

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# System Demo

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- How to gain access
  - Login reset
- Dashboard
  - Filters
- Finding Forms
- Contact Maintenance



# Moving Forward

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- Please contact us if you have any concerns with the data you see in the External Partner Portal
- We welcome input and thoughts on how the system and portal can be improved
- Please email us with suggestions!

[complaints@calepa.ca.gov](mailto:complaints@calepa.ca.gov)



# Any Questions?

[complaints@calepa.ca.gov](mailto:complaints@calepa.ca.gov)

**Program Questions**  
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