



POLICY AND PROCEDURE MANUAL CENTRAL VALLEY HEALTH DISTRICT

SECTION: ENVIRONMENTAL HEALTH

POLICY #: 503 ENVIRONMENTAL HEALTH COMPLAINTS

POLICY: The Environmental Health Division addresses factors which affect the comfort, health, safety and well-being of individuals and their environment. Individuals may contact the Environmental Health Division as a resource regarding complaints which have an environmental health source or impact.

PROCEDURE:

1. All complaints (garbage, weeds, daycares, restaurants, pest, vermin, air, swimming pools/spas, abandoned cars, blighted structures, etc.) should be recorded regardless of its validity. Document all telephone calls, person-to-person contacts, visits or other follow up, this should be stated on the complaint form.
 - a. Enter and maintain information on Central Valley Health District (CVHD) Complaint Log under Environmental Health on the CVHD shared drive.
2. Investigation on all complaints shall be initiated on the day received or the next work day. Complaints may be prioritized based on the urgency and threat to public health. Communicate an anticipated timeline with the complainant.
3. There should be personal contact and/or a letter mailed to the violator within 14 working days following the initial investigation. There may be times when additional information if required or additional contacts need to be completed before notification can be properly presented.
4. A completion date is needed on all complaints. This allows staff to give the correct status on a complaint if the person responsible is not available.