

Instructions for using EPD's Complaint Tracking System (CTS)

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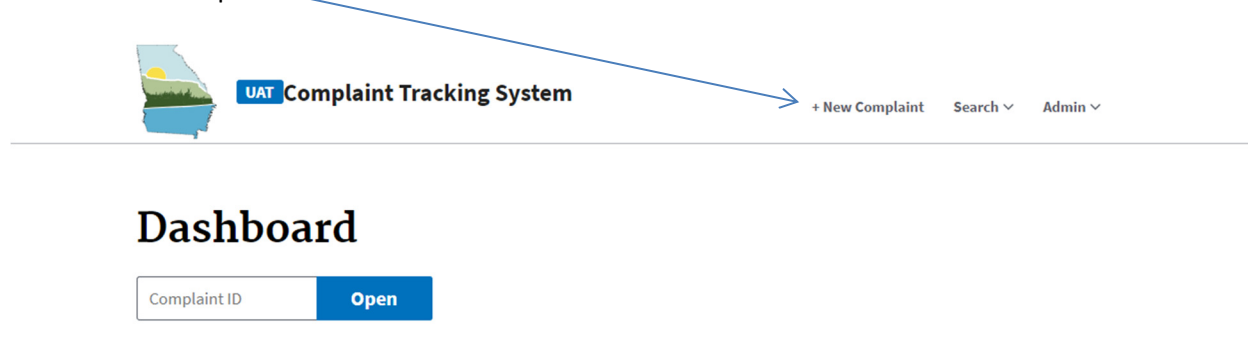
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1. [Accessing CTS](#)


Log into CTS Using the URL <https://cts.gaepd.org>

2. [Entering a New Complaint in CTS](#)

Select "New Complaint"



Once you select this you will see this page. Click on the + symbol in the row labeled “Caller”.



UAT Complaint Tracking System

[+ New Complaint](#) [Search](#) [Admin](#)

Add New Complaint

Received —

Date Received

10-2-2017

11:00 AM

Received By

Cooley, James

Caller

+

Complaint

+

Source

+

Assignment

+

Save

Cancel

Next you will see this view. Enter as much of the caller's information, as you can, in the fields below. If the caller would like to remain anonymous, type "Anonymous" in the data field for the "Caller Name". Once you have completed this section, click the + symbol in the row labeled "Complaint". This will take you to the next screen.

Received		+
Caller -		
<div><div><div>Caller Name</div><input type="text"/></div><div>Represents</div><input type="text"/></div> <div>Email Address</div> <input type="text"/>		

Primary Phone

→ Phone Type...▼

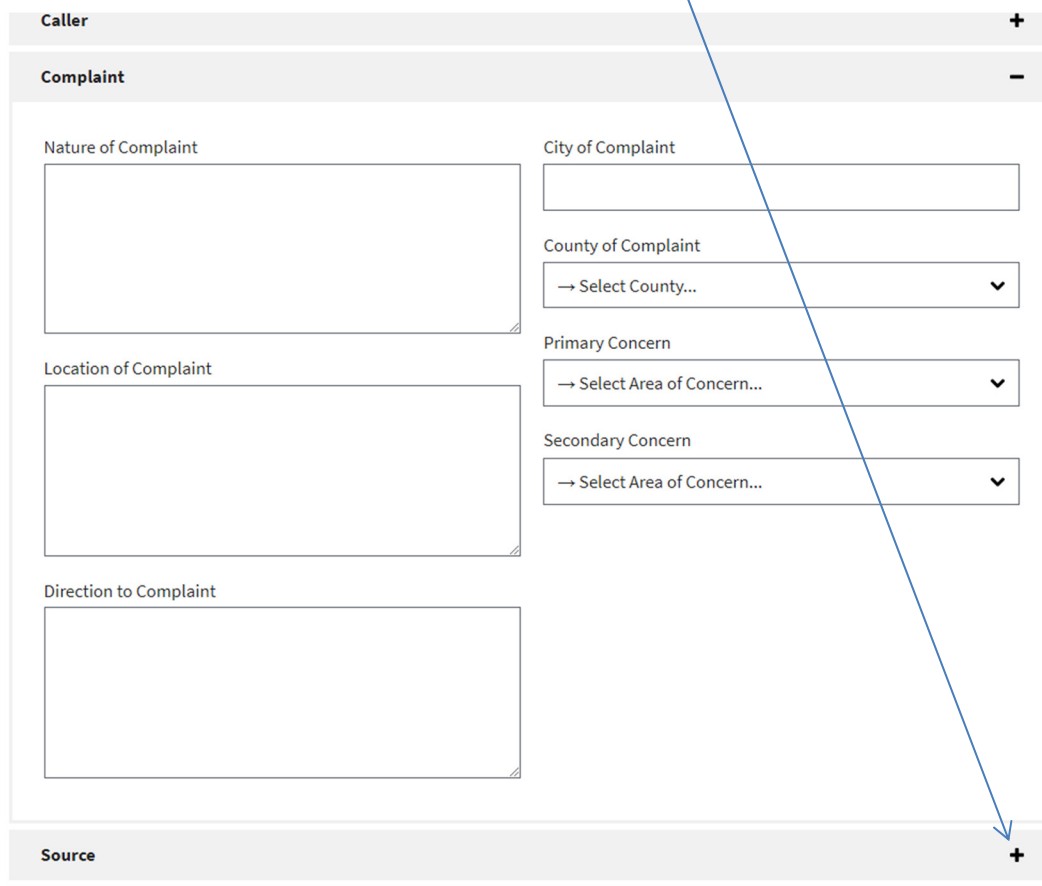
Secondary Phone

→ Phone Type...▼

Other Phone

→ Phone Type...▼

Next you will see this view. In the box by **“Nature of Complaint”** you need to enter a detailed description of the caller’s complaint. This should include any environmental impacts mentioned in the complaint. In the box by **“Location of Complaint”** you should enter the physical location of the complaint. You should get an address if possible. If an address not available, get a good description of how to locate the complaint, once you are on the property in question. (Example: Once you are on the property, you walk down the hill, to the creek. Once you get to the creek, turn left and walk 300 feet. This is where the stream buffer break is.) In the box by **“Direction to Complaint”** enter a description of how to get to the complaint from the nearest city. In the box by **“City of Complaint”** enter a city if there is one. In the box by **“County of Complaint”** enter the County. In the box by **“Primary Concern”** pick the appropriate choice (The primary ones used by the Districts are Air Quality Control, Comprehensive Solid Waste, Erosion and Sedimentation Control, Safe Drinking Water, Sewage Spill, Water Quality Control, Water Quality Stormwater Construction, Water Quality Industrial Stormwater). In the box for **“Secondary Concern”**, put a secondary concern if there is one. (Example: if someone is burning solid waste, the primary concern would be Comprehensive Solid Waste and the secondary concern would be Air Quality Control.) Once you have completed this click the + symbol in the row labeled **“Source”**. This will take you to the next screen.



The screenshot shows a web form for entering complaint information. It is organized into sections: 'Caller' (with a '+' button), 'Complaint' (with a '-' button), and 'Source' (with a '+' button). The 'Complaint' section contains several input fields: 'Nature of Complaint' (a large text area), 'Location of Complaint' (a large text area), 'Direction to Complaint' (a large text area), 'City of Complaint' (a text box), 'County of Complaint' (a dropdown menu with '→ Select County...' and a downward arrow), 'Primary Concern' (a dropdown menu with '→ Select Area of Concern...' and a downward arrow), and 'Secondary Concern' (a dropdown menu with '→ Select Area of Concern...' and a downward arrow). A blue arrow originates from the text 'click the + symbol in the row labeled “Source”' in the preceding paragraph and points to the '+' button in the 'Source' section at the bottom of the form.

Next you will see this view. In the box by “**Facility ID Number**” enter the EPD Facility ID number if they have one. This will be their EPD permit number for individual permitted facilities (Example: landfill, wastewater plant, drinking water plant or air facility). If the facility is covered under a general permit, the ID number will be the one that is assigned by the appropriate database (Example: NOIs filed for coverage under the NPDES construction stormwater permit are assigned a number by GEOS). The rest of the information should be filled out as completely as possible. If you do not know the name of the source, you should put a brief description of the action and the location (ex. Open dumping/burning, Smith Road, Adel). Once you have completed this click the + symbol in the row labeled “**Attachments**”. This will take you to the next page.

Source

Copy info from Caller

Facility ID Number

Source Contact

Source Name

Email Address

Primary Phone

→ Phone Type...▼

Secondary Phone

→ Phone Type...▼

Other Phone

→ Phone Type...▼

Source address

Street Address

Apt / Suite / Other

City

State

→ Select State...▼

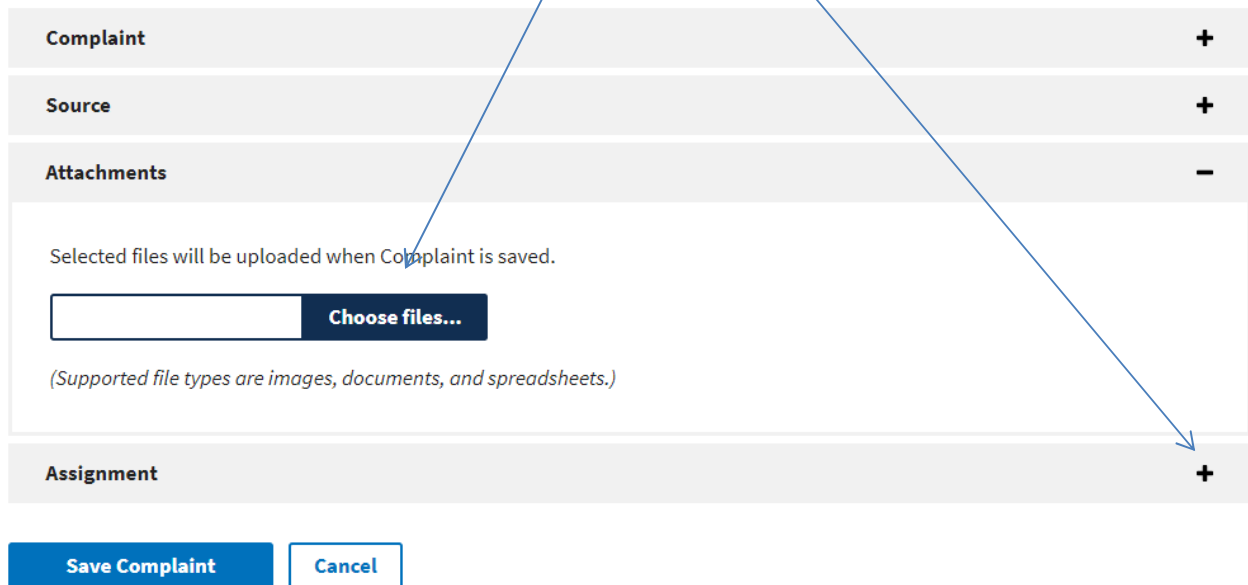
Postal Code

Attachments

+

CTS Instructions
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Next you will see this view. You can click on “**choose files**” in order to select a file to upload. If you currently do not have any attachments to upload or have finished uploading your attachments, you can go ahead and click the + symbol in the row labeled “**Assignment**”. This will take you to the next page.



The screenshot shows a web form for creating a complaint. It has a table-like structure with rows for 'Complaint', 'Source', 'Attachments', and 'Assignment'. The 'Attachments' row is expanded, showing a text area with the instruction 'Selected files will be uploaded when Complaint is saved.', a 'Choose files...' button, and a note about supported file types. Below the table are 'Save Complaint' and 'Cancel' buttons. Two blue arrows are overlaid on the image: one points from the text 'choose files' in the instructions to the 'Choose files...' button, and the other points from the text 'click the + symbol' to the plus icon in the 'Assignment' row.

Complaint	+
Source	+
Attachments	-
<p>Selected files will be uploaded when Complaint is saved.</p> <div><input type="text"/> Choose files...</div> <p><i>(Supported file types are images, documents, and spreadsheets.)</i></p>	
Assignment	+

Save Complaint **Cancel**

IMPORTANT: It is the submitter’s responsibility to ensure that personal information that is exempt from disclosure under the Georgia Open Records Act (GORA) is not included in the attachments. Such information may include, for example, an individual’s unlisted or cellular telephone number or personal email address.

You will also be able to upload attachments later (after the complaint has been created and saved) directly from the Complaints Details page.

Next you will see this view. In the box by “Assigned Office” pick the appropriate one.



Add New Complaint

→ Select Office...	
Air Protection Branch	
Coastal District	+
Director's Office	
East Central District/Augusta	+
Emergency Response Team	
Geologic Survey Branch	
Land Protection Branch	+
Middle Region	
Mountain District	+
Northeast Region	
Small Business Environmental Assistance Program	-
Southwest Region	
Water Resources Branch	
Watershed Protection Branch	
Mountain District ▾	


Assigned Associate

[Master] ▾

Save

Cancel

In the box by “**Assigned Associate**” pick the person the complaint should be assigned to if the complaint is assigned to our office. If the complaint is assigned to another office, it should be assigned to the master for that office. At this point you should click the “**Save**” button. This will take you to the next step.



UAT Complaint Tracking System

+ New Complaint Search ▾ Admin ▾

Add New Complaint

Received	
Caller	
Complaint	
Source	
Assignment	

Assigned Office

Mountain District ▾

[Master]
Alaeddini, Mansoor
Bembry, John Tilden
Bentley, Heather
Bethune, Tim
Bishop, Jeffery
Bkoehler
Boutelle, Brian
Brand, Patrick
Buckles, Sam
Butler, Sheree
Campbell, Collan
Childers, Bob
Cooley, James
Cox, Mark
Crowe, Elise
Dalis, Caroline
Dallmier, Kevin
Dallmier, Kevin
Denney, Roger

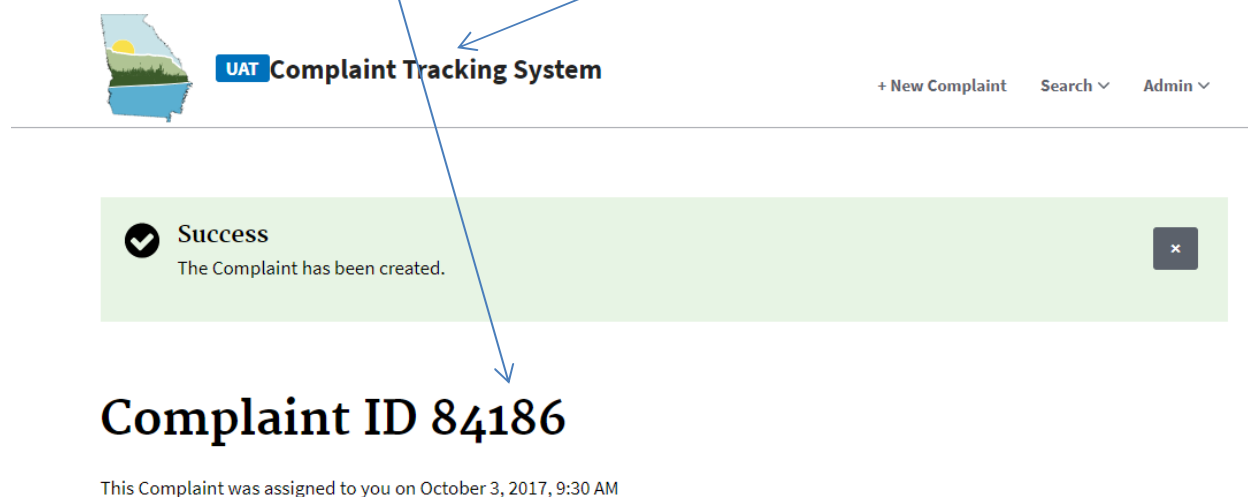
[Master] ▾

Save

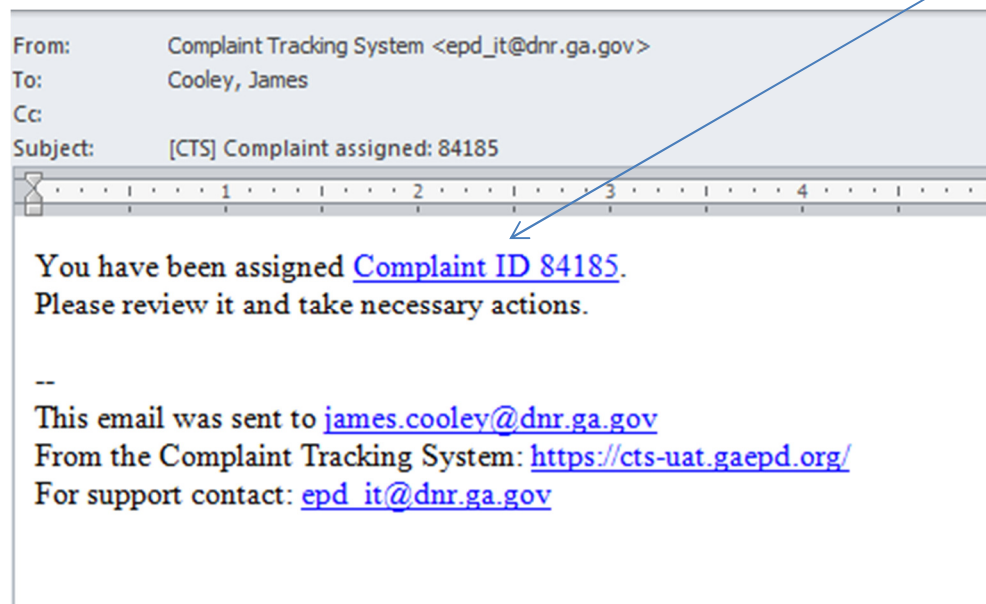
Cancel

When you click the save button, in the step above, an email will be sent to the associate the complaint has been assigned to. The email will inform them that they have a new complaint and it will contain the CTS number that has been assigned to them.

In addition, a pop up will appear with a Complaint ID number that the database has assigned to this complaint. Give the caller this number and inform them that they can use this as a reference number if they would like to follow up on the complaint at any time. Once you have done this, you are done with the initial entry of a complaint. You can click on the “**Complaint Tracking System**” Icon to go back to the dashboard.



This is the email you will receive if a complaint is assigned to you. If you press the hyperlink, it will take you straight to the complaint.



Once you access the complaint, read through it and make sure it is supposed to be assigned to you. If it is not, you can use the “**Transfer/Reassign**” button to assign it to the appropriate person. You should be able to assign the complaint to anyone who works in your office. If the complaint should be assigned to another office, you can assign it to the master of that office. The master will assign it to the appropriate person in that office.

If the complaint is supposed to be assigned to you, take appropriate actions to investigate the complaint. As you take actions, you should update CTS using the “**Add/Edit Actions**” button.

Assignment

[Transfer/Reassign](#)

Current Assigned Office Mountain District
Current Assigned Associate James Cooley james.cooley@dnr.ga.gov
Date Assigned October 2, 2017, 11:28 AM

Actions

[Add/Edit Actions](#)


None

Audit History

Action Date	Action	From	To	Date Accepted	Transferred By	Comment
October 2, 2017, 11:28 AM	Assigned		Mountain District James Cooley	October 2, 2017, 11:28 AM	James Cooley	

3. Transferring a complaint in CTS

If you press the “Transfer/Reassign” button, you will see this screen.



UAT Complaint Tracking System

[+ New Complaint](#) [Search](#) ▾ [Admin](#) ▾

Assignment for Complaint ID 84185

Assigned Office

Mountain District ▾

Assigned Associate

Cooley, James ▾

Comment

Assign

Cancel

[Return to top](#)

You should first pick the appropriate “Assigned Office”.

Assignment for Complaint ID 84185

Assigned Office

Mountain District

→ Select Office...
Air Protection Branch
Coastal District
Director's Office
East Central District/Augusta
Emergency Response Team
Geologic Survey Branch
Land Protection Branch
Middle Region
Mountain District
Northeast Region
Small Business Environmental Assistance Program
Southwest Region
Water Resources Branch
Watershed Protection Branch

AssignCancel

If the complaint should be assigned to another office, you can assign it to the [Master] of that office under “**Assigned Associate**”. If the complaint should be assigned to someone else in your office, you can assign it to the appropriate person.

Assignment for Complaint ID 8418

Assigned Office

Mountain District

▼

Assigned Associate

Cooley, James

▼

[Master]

Alaeddini, Mansoor

Bembry, John Tilden

Bentley, Heather

Bethune, Tim

Bishop, Jeffery

Bkoehler

Boutelle, Brian

Brand, Patrick

Buckles, Sam

Butler, Sheree

Campbell, Collan

Childers, Bob

Cooley, James

Cox, Mark

Crowe, Elise

Once you have selected the appropriate “**Assigned Office**” and “**Assigned Associate**”, press the “**Assign**” Button. The complaint will then be assigned to that person and they will receive an email similar to the example email above.

Assignment for Complaint ID 84185

Assigned Office

Assigned Associate

Comment

Assign

Cancel

[Return to top](#)

4. [Adding/Editing actions for a Complaint in CTS](#)

If you click “**Add/Edit Actions**” it takes you to this screen. Fill in the data fields for “**Action Date**” and “**Investigator**”. Once you have done this, pick the appropriate “**Action Description**”. After this, fill in the comments section with a description of the actions that were taken. Do not put speculations or opinions in the comments sections. Simply state the facts. (Example of what to put: Joe Scrap Tire called me at 8:30 am. He informed me that someone dropped a load of approximately 100 scrap tires in his parking lot last night. Do not put: I think he put them there himself.) Once these steps have been completed, click the “**Add Action**” button. Once the action has been successfully added, you can click the “**Back to Complaint Details**” tab to go back to the main details page of the complaint.

Actions for Complaint ID 84185

Add a New Action

Action Date

10-4-2017

Investigator

James Cooley

Action Description

→ Select Action Type...



Comments

Add Action

[Back to Complaint Details](#)

5. Submitting a complaint for review in CTS

If you have additional actions/findings you would like to enter or need to edit an existing action, click the “**Add/Edit Actions**” button and repeat this process. You should not put actions/findings from multiple dates in the same comment field. You should add an additional action/finding for each one of these.

Once all of your actions/findings have been entered and the Complaint is resolved (This means that all violations have been addressed, either through corrective actions or an executed Consent Order/EECO/Administrative Order and the complainant has been contacted), you should click on the tab that says “**Submit for Review**”. This will take you to the next step.

Complaint ID 84185

This Complaint was assigned to you on October 2, 2017, 11:28 AM

Edit Details

Add/Edit Actions

Delete

[View Public Copy](#)

Status/Review

Submit for Review

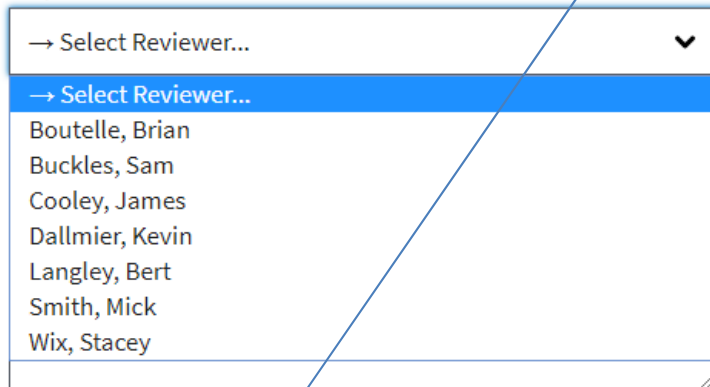
Transfer/Reassign

Status	New
Date Received	October 2, 2017, 11:00 AM
Received By	James Cooley
Entry Date	October 2, 2017, 11:28 AM
Entered By	James Cooley

In the dropdown, select your manager or the appropriate person designated to review the complaint. Once you have done this, click the button that says “**Request Review**”.

Request Review for Complaint ID 84185

Request Review From



→ Select Reviewer...

→ Select Reviewer...

Boutelle, Brian

Buckles, Sam

Cooley, James

Dallmier, Kevin

Langley, Bert

Smith, Mick

Wix, Stacey

Request Review

Cancel

[Return to top](#)

Once you have done this, the Status of the complaint will be updated to “**Review Pending**” under your open complaints.

My Open Complaints

Complaint ID	Date Received	Status	Source
84186	10/3/2017	Review Pending	Not entered ID: Not entered
84185	10/2/2017	Review Pending	Not entered ID: Joe's Septic Service

In addition, an email like this one will be sent to the manager you assigned the talk to. The manager can then click on the hyper link in the email to go straight to the complaint to review it.

[CTS] Complaint review requested: 84185



Complaint Tracking System <epd_it@dnr.ga.gov>

Tue 10/10/2017 12:53 PM

To: Cooley, James



Reply all | v

Inbox

[Complaint ID 84185](#) has been submitted for approval. Please review the actions taken and either approve or return it.

--

This email was sent to james.cooley@dnr.ga.gov

From the Complaint Tracking System: <https://cts-uat.gaepd.org/>

For support contact: epd_it@dnr.ga.gov

6. Manager review of a Complaint in CTS

The managers will also have a section for “**Complaints Pending Review**” on their dashboard. They can also use this to access complaints they need their approval by clicking on the “**Complaint ID Number**”. If the manager does not have any complaints pending review, they will not see this.

Complaints Pending Review

Complaint ID	Date Received	Status	Source
84185	10/2/2017	Review Pending	<i>Not entered</i> ID: Joe's Septic Service
84168	9/27/2017	Review Pending	Joe's Trash Service ID: PBR 15437

IMPORTANT: It is the manager’s responsibility to ensure that personal information that is exempt from disclosure under the Georgia Open Records Act (GORA) is not included in the attachments. Such information may include, for example, an individual’s unlisted or cellular telephone number or personal email address.

Once the manager clicks on the hyper link or the Compliant ID Number, they will see these options on the top of the page. The **"Edit Details"** button allows the manager to edit details under the **"Caller"**, **"Complaint"**, **"Source"** and **"Assignment"** headings that were entered when the complaint was initially received. The **"Add/Edit Actions"** button allows the manager to add and edit actions like the field inspectors. The **"Delete"** button will delete the whole complaint. Only the Division Director role has rights to delete complaints in the system.

Complaint ID 84185

This Complaint was assigned to you on October 2, 2017, 11:28 AM

[Edit Details](#)

[Add/Edit Actions](#)

[Delete](#)

[View Public Copy](#)

Status/Review

[Close Complaint \(Approved\)](#)

[Return to Staff \(Not Approved\)](#)

Status

Review Pending

If you click the “Add/Edit Actions” button, you can add, edit or delete complaint actions.

Add a New Action

Action Date

10-10-2017

Investigator

James Cooley

Action Description

→ Select Action Type...



Comments

Add Action

[Back to Complaint Details](#)

Past Actions

Action Date	Investigator	Action Type	Comments	Entered By	Actions
October 2, 2017	James Cooley	Initial Investigation	Comments	James Cooley, 10/2/2017 12:27 PM	Edit Delete

Once the manager has reviewed the complaint, they can either approve the complaint by clicking the **“Close Complaint (Approved)”** button or return it by clicking the **“Return to Staff (Not Approved)”** button. Please note that a complaint is not resolved until all violations have been addressed, either through corrective actions or an executed Consent Order/EECO/Administrative Order and the complainant has been contacted.

Complaint ID 84185

This Complaint was assigned to you on October 2, 2017, 11:28 AM

Edit Details

Add/Edit Actions

Delete

[View Public Copy](#)

Status/Review

Close Complaint (Approved)

Return to Staff (Not Approved)

Status

Review Pending

If the manager chooses to close the complaint, they will see this next. They can enter any comments they have here and choose “**Approve**”.

Approve and Close Complaint ID 84185

Comment



Approve

Cancel

An email will then be sent to the staff member who investigated the complaint, informing them that the complaint has been approved.

[CTS] Complaint approved: 84187



Complaint Tracking System <epd_it@dnr.ga.gov>

Today, 1:07 PM

Cooley, James



Reply all | v

[Complaint ID 84187](#) has been approved/closed.

--

This email was sent to james.cooley@dnr.ga.gov

From the Complaint Tracking System: <https://cts-uat.gaepd.org/>

For support contact: epd_it@dnr.ga.gov

If the manager clicks the “Return to Staff (Not Approved)” button, they will see this screen next. Enter your comments here and press the “Return” button.

Return Complaint ID 84185 to staff (*not approved*)

Comment

Return

Cancel

An email will then be sent to the staff member who submitted the complaint for approval, informing them that the complaint was not approved.

[CTS] Complaint returned: 84164



Complaint Tracking System <epd_it@dnr.ga.gov>

Today, 1:54 PM

Cooley, James



Reply all | v

[Complaint ID 84164](#) has been returned to you. Please review it and take necessary actions.

--

This email was sent to james.cooley@dnr.ga.gov

From the Complaint Tracking System: <https://cts-uat.gaepd.org/>

For support contact: epd_it@dnr.ga.gov

7. Searching for a Complaint in CTS

If you are searching for a complaint in CTS and you know the complaint ID number, you can enter it in the search box at the top of the page on your dashboard and press the **“Open”** button. If you do not know the number, you can go to the **“Search”** menu.

UAT Complaint Tracking System

+ New Complaint Search Admin

Dashboard

Complaint ID Open

Complaints in Mountain District that have not been accepted

Complaint ID	Date Received	Status	Source
84183	9/29/2017	New	Not entered ID: Not entered
84134	9/19/2017	New	TALON PLUMBING ATLANTA ID: Not entered

Here you will have two options, **“Search Complaints”** and **“Search Complaint Actions”**.

+ New Complaint Search Admin

Search Complaints

Search Complaint Actions

These will be your options if you press “**Search Complaints**”. Choose your filters and press the “**Search**” button to execute the search.

Complaint Search

Status	
Complaint Status (any) ▼	Date Complaint Closed From Through
Deletion Status Not Deleted ▼	
Received	
Received By (any) ▼	Date Received From Through
Caller	
Caller Name	Represents
Complaint	
Nature of Complaint	City of Complaint

Location of Complaint	County of Complaint (any) ▼
Direction to Complaint	Concern (any) ▼
Source	
Facility ID Number	City
Source Name	State (any) ▼
Source Contact	Postal Code
Assignment	
Office (any) ▼	Current Assigned Associate (any) ▼

Search

Clear Search Form

These will be your options if you press **“Search Complaint Actions”**. Choose your filters and press the **“Search”** button to execute the search.

Complaint Actions Search

Action		
Action Type	Action Date From	Through
<input type="text" value="(any)"/>	<input type="text"/>	<input type="text"/>
Deletion Status		
<input type="text" value="Not Deleted"/>		
Entry		
Entered By	Date Entered From	Through
<input type="text" value="(any)"/>	<input type="text"/>	<input type="text"/>
Details		
Investigator	Comments	
<input type="text"/>	<input type="text"/>	
<input type="button" value="Search"/> <input type="button" value="Clear Search Form"/>		