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|  | | West Virginia Department of Health and Human Resources | | | |
| | | MANUAL OF ENVIRONMENTAL HEALTH PROCEDURES | | | |
| Section | Disease Control | Date | February 5, 1987 | Procedure # | DC-5 |
| Subject | Investigation of Public Health Related Complaints | | | Page | 1 of 1 |

From time to time, the Department of Health and Human Resources has a need to request the investigation of public health related complaints. Many of these complaints are referrals to the Director of Health from the Governor's Office, members of Congress and State Legislators. Each of these referrals requires a response for the Director of Health and subsequently, the appropriate local health department is requested to make an investigation of the complaint and file a written report of the findings.

For the most part, the local health departments are very cooperative in this regard; however, some departments place complaint investigations on a low priority and consequently timely investigation reports and follow-up are not forthcoming. I consider these complaint investigations to be an integral part of a local health department's duties and you are therefore requested to investigate and follow-up compliant referrals in a timely manner.

Thank you for your usual cooperation.

References

History

Attachments