



## **LCRA Policy Establishing Complaint Procedures for Water Regulatory Programs (Highland Lakes Watershed Ordinance, Highland Lakes Marina Ordinance, and On-Site Sewage Facilities Program)**

It is the policy of LCRA that water regulatory program employees shall adhere to the following procedures to document, investigate, and report complaints, as appropriate.

### Receipt of Complaint:

1. A complaint is filed via Contact LCRA, the LCRA online complaint portal.<sup>1</sup> While filling out the form, the Complainant will be asked to identify the relevant regulatory program and to provide a narrative and all pertinent details related to the complaint.
2. After the form is submitted, any Complainant who has provided contact information in the online complaint portal is notified electronically LCRA has received the complaint.
3. The complaint is referred to the appropriate staff member for review.

### Investigation of Complaint:

4. Staff reviews the information to determine if the complaint is within the jurisdiction of the regulatory program, and if so, what type of investigation or other response is warranted.
5. If the matter is determined to be within LCRA's regulatory jurisdiction, staff investigates the complaint. The type of investigation will vary according to the specific program and complaint but may include site visits, phone calls, research, or other methods, as necessary.
6. After investigation, staff determines if the complaint requires additional action to achieve resolution or regulatory compliance. Staff will utilize, among other things, program guidelines, rules, or ordinances in making a determination of appropriate resolution to the complaint.

### Adjudication, Resulting Actions, and Disclosure to the Public:

7. Within 7 business days of receipt of the complaint, staff notifies Complainant as to the disposition of the complaint or provides an estimated timeline for resolution if contact information is available. Staff will periodically notify the complaint parties of the status of the complaint until final disposition, as appropriate. Examples of complaint disposition may include, but are not limited to, investigated – action taken, investigated – no action needed, referred, information only, and other. Should the final disposition of a complaint be disputed, the matter will be elevated within the program area's management chain for further review, as needed. If necessary, final determination and adjudication of complaint disposition will be made by the Executive Vice President for Water. This process applies only to complaint disposition and is not part of an appeals process for a regulatory program.
8. Staff ensures that all required information regarding the complaint is appropriately documented in the complaint tracking system for statistical analysis and reporting.
9. When steps 1-8 are complete, the complaint process is closed. If necessary, the matter will then enter the applicable regulatory enforcement, permitting, compliance, or other process.
10. Staff reports statistical complaint information regarding its water regulatory programs (HLWO, HLMO, and OSSF) to the Board, management, and the public. Beginning in 2020, staff posts on the LCRA website an annual report containing aggregate data including the number, source, types, and disposition of water regulatory complaints received.

---

<sup>1</sup> Any water regulatory staff member receiving a complaint through any means other than Contact LCRA, including by email, phone call, mail, or in person, shall document the complaint in the complaint tracking system.