

APPROVED BY THE EMSWCD BOARD ON 2/3/2003

Policy concerning EMSWCD's response to citizen complaints about pollution, farming practices, or other resource concerns on a neighbor's property.

If the EMSWCD receives a call complaining about a resource problem being caused by a landowner, it will be handled by the EMSWCD staff in the following manner.

1. The EMSWCD staff will review the complaint with the complainant and attempt to verify that it is, or is not, a resource problem.
2. If it clearly is not a valid resource problem, the EMSWCD staff will advise the complainant that it is not a resource problem.
3. If it appears to be a valid resource problem and the landowner is someone the EMSWCD has previously worked with, the EMSWCD staff will:
 - a. Contact the landowner about the resource problem and offer technical assistance to address the problem, or;
 - b. If, after being offered technical assistance, the neighbor or landowner indicates they do not wish to resolve the resource problem, the EMSWCD staff will refer the complainant to ODA or the appropriate regulatory agency.
4. If it is a valid resource problem and the landowner is not someone the EMSWCD has previously worked with, the EMSWCD staff will:
 - a. Advise the complainant to contact the landowner about the resource problem, and suggest the landowner contact the EMSWCD for technical assistance to address the resource problem, or;
 - b. If contacting the landowner (item a, above) does not lead the landowner to resolve the resource problem, the staff of the EMSWCD will refer the complainant to ODA or the appropriate regulatory agency.