Citizen (MTSU Public) Complaint Procedure

1. Complaint comes in to EH&S.
2. Spills or issues should be reported to EH&S within 24 hrs. of knowledge of that spill.
3. EH&S personnel responds to the request within 24 hrs. but we have up to 7 days to respond.
4. EH&S work to remedy the problem.
5. The complaint is logged in the Complaint and Inspection IDDE log.
6. The time and date, location, who called or notified, date investigated, findings and recommendations are all tracked.