

# **Complaint Log Instructions**

## **Why should I use this log?**

Use this log to track customer complaints and your responses to show compliance with the rules.

## **How do I use it?**

Write the date, location, and customer's complaint. Include any results from the complaint investigation.

## **When do I use it?**

When you receive complaints from customers.

## **Do I send it to TCEQ?**

No, you do not need to send this to TCEQ. Keep it with your records for inspections.

## **How long should I keep it?**

Keep completed logs in your records for **at least two years**.

## **What if I need help?**

If you have questions about how to fill out the log or the public water system program, please contact Small Business and Local Government Assistance by phone at 800-447-2827, or by email at [TexasEnviroHelp@tceq.texas.gov](mailto:TexasEnviroHelp@tceq.texas.gov).

