



Department of
**Environment &
Conservation**

Complaint Response Policy Update Division of Underground Storage Tanks

February 7, 2024

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Division of Underground Storage Tanks

Complaint Response Policy Update - Why?

- Christopher Lewis designated complaint QA/QC oversight – June 2022
- Memo issued requiring supervisory and QA/QC approval for all complaints - August 2022
 - (based on verbal recommendations of legislative auditor)
- Legislative Audit Issued – Final December 12, 2022
 - UST Division – “No Audit Findings”
 - Recommendations (verbal & written)
 - Database Date Field Validations
 - Supervisory Approvals (database)

Complaint Response Policy Update – Summary

- Supervisory Approvals Memo Incorporated in Policy Text
- Date Field Validations
- Database Instructions Updated
- Minor Formatting Changes

Next Steps

- DRAFT Complaint Response Policy Posted (1/18/2024)
 - (TDEC DRAFT Policy on Policies Webpage)
- Draft Posting Ends March 8, 2024
 - (30 days after board presentation)
- Address Public Comments Received
- No Substantive Changes – Revised Policy Finalized



QUESTIONS?

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