



COGCC Public Complaint Process

Online Complaint Form



- Online tool for written complaint submittal accessible from the COGCC website.
- Helps ensure all the required information is included.
- Required information on a complaint:
 - **What** - detailed description of the issue or issues.
 - **Where** - location of the issue (street address, intersection, or name of the location).
 - **How** - How can the COGCC contact you for follow-up (optional, but highly recommended).
- The more information a complainant can provide, the more efficient and timely the COGCC response.
- Complaints may be submitted anonymously.

- Any person in Colorado has the right to file a complaint with the COGCC related to oil and gas operations within the state.
- The COGCC considers this to be an important public action that helps identify and resolve issues.
- COGCC has a dedicated webpage for public complaints.
- The webpage provides an easy to use online tool for written complaint submittal.
- Clear instructions and Q&As are provided on the website.
- COGCC has dedicated staff for receiving complaints submitted by the public.
- It is required for complaints to be submitted in written form to provide complete and accurate information from the complainant.
- Preferred options for written submittal:
 - Online Tool: cogcc.state.co.us/complaints.html
 - Email: dnr_cogcc.complaints@state.co.us
- Resolution process allows COGCC staff to communicate with operators and complainants to investigate and close complaints.
- Complainants can access complaint documents to monitor the resolution process through the webpage.
- Webpage also provides routinely updated summaries with complaint statistics



Intake and Routing

Investigate and take appropriate action

Close and communicate

Complaint Process



Intake and Routing:

- COGCC staff determines if the complaint is regulated under COGCC Rules.
- If not, the complaint is routed to the appropriate agency and COGCC provides complainant the contact information for that regulating agency (i.e. CDPHE, County, etc.).
- If yes, staff prepares required documentation and routes the complaint to technical staff for investigation.



Investigate and take appropriate action:

- COGCC staff discusses the issue(s) with the complainant .
- COGCC staff discusses the issue(s) with the operator and involves other COGCC staff, as appropriate.
- COGCC staff conducts an investigation to determine if COGCC rule violations have occurred.
- COGCC works with the operator to initiate appropriate remedial actions, if necessary.
- COGCC staff documents each investigation in applicable COGCC documentation, which are posted on the COGCC's website.



Close and Communicate:

- COGCC Complaint Staff verifies investigation results.
- COGCC Complaint Staff finalizes and approves required COGCC documentation.
- COGCC staff compares results to enforcement matrix
- COGCC Complaint Staff sends formal communication to complainant regarding resolution or closure.