

NEW COGCC COMPLAINT PROCESS

Filing a Complaint with the COGCC

One Page Guidance for the Public

1-4-2015

Any person in Colorado has the right to file a complaint with the Colorado Oil and Gas Conservation Commission (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.

Questions and Answers Section on the Webpage

Review the Questions and Answers section first. It may be possible to address your concern without filing a complaint or they might help identify a more appropriate process to address your concern. This section also provides additional information about the complaint process along with your rights as a complainant.

Required Information on a Complaint

When filing a complaint, it is critical that COGCC staff has enough information to respond. The following is required information:

- *What:* A detailed description of the issue(s) you are experiencing.
- *Where:* Be as specific as possible regarding the location where the issue(s) are occurring. A street address, cross streets, county roads, or the name of the well location work best.
- *How:* How can the COGCC contact you to follow up? (Not absolutely required by highly recommended).

Without this information, the COGCC will not be able to investigate the complaint and, therefore, the COGCC will have no choice but to discard the complaint.

How to File an Official Written Complaint to the COGCC

For a complaint to be considered official, it must be received in a written format as listed below.

- *Online Tool:* Located at <http://cogcc.state.co.us/complaints.html#/complaints> and is the easiest way to file a formal written complaint while ensuring all required information is provided to the COGCC.
- *e-Mail:* Send us an e-mail at dnr_cogcc.complaints@state.co.us. This may require additional follow-up from COGCC Staff if all required information was not provided in the initial e-mail.
- *Phone:* Call our central complaint line at 1-888-235-1101 to discuss other options for filing a written complaint if the above two options will not work. The COGCC has dedicated staff to assist you with the completion of a formal written complaint.