



Toxics Cleanup Program

Policy 930: Investigation of and Responses to Complaints of Underground Storage Tank (UST) Violations

Established: [September 1992]

Contact: Policy and Technical Support Unit, Headquarters

Purpose: This policy sets forth the steps that the Toxics Cleanup Program will take to investigate and provide responses to citizen complaints concerning violations of the Underground Storage Tank regulations (Chapter 173-360 WAC).

Disclaimer: This Policy is intended solely for the guidance of Ecology staff. It is not intended, and cannot be relied on, to create rights, substantive or procedural, enforceable by any party in litigation with the state of Washington. Ecology may act at variance with this Policy depending on site-specific circumstances, or modify or withdraw this Policy at any time.

Approved by:

James J. Pendowski, Program Manager
Toxics Cleanup Program

Accommodation Requests: To request ADA accommodation including materials in a format for the visually impaired, call Ecology at 800-826-7716. Persons with impaired hearing may call Washington Relay Service at 711. Persons with speech disability may call TTY at 877-833-6341.

Purpose and Applicability

This policy sets forth the steps that the Toxics Cleanup Program will take to investigate and provide responses to citizen complaints concerning violations of the Underground Storage Tank regulations (Chapter 173-360 WAC).

1. All reports of violations of the Underground Storage Tank Regulations shall be evaluated

When a report of an UST violation is referred to the Toxics Cleanup Program (TCP), the reported violation shall be evaluated to determine if the violation is a priority for investigation.

2. Violations that are a priority for investigation shall be investigated

Investigations of priority violations shall normally take place no later than 90 days after referral to the TCP.

See the Underground Storage Tank enforcement guidelines for information regarding priority violations. .

3. The Toxics Cleanup Program shall provide a response to the individual who complained

Following completion of the investigation, TCP staff shall make a good faith effort to provide an oral or written response to the person who reported the violation. If the complaint was made anonymously, no response is possible. A good faith effort to provide a response means that TCP staff shall attempt to contact the individual who made the complaint.