

DIVISION OF MINERAL MINING PROCEDURES MANUAL		PROCEDURE NO.	2.12.00
		ISSUE DATE	05/21/97
SUBJECT	Safety/Health/Reclamation Complaints	Section	Enforcement
		Last Revised	09/21/95

OBJECTIVE AND INTENT:

An established policy in the handling of both safety and environmental complaints is necessary to provide for a consistent and impartial response to these investigations.

PROCEDURES:

Notification from Complainant:

- The DMM personnel who receives notification of a safety, health, or reclamation complaint, whether in the DMM Office or in the field, will obtain the following information from the complainant:
 - * date and time of notification,
 - * name, address, and telephone number of complainant, unless they request to remain anonymous;
 - * nature of complaint and whether the condition poses imminent danger; and
 - * name, permit number, and location of mining site.

Notification of DMM Personnel:

- If the complaint is received in the DMM Office, the Permit Section Program Support Technician or the Environmental Engineer Consultant will be provided the above information for entry into the Mineral Mining System/Complaint Tracking screen (DMM.CMSS.01).
- The person entering the information will then immediately notify the area mine inspector or his supervisor of the complaint. This contact will be made by telephone if possible.
- If the complaint is received by the area mine inspector or the mine inspector supervisor, they will gather the information and enter it into the Mineral Mining System/Complaint Tracking screen.
- The complaint information will be forwarded to the appropriate DMME/DMM personnel through the DMME computer network as instructed on the Complaint Tracking screen.
- The mine inspector will use the Complaint Tracking Number assigned to the complaint by the computer system on all Inspection Reports and other documentation regarding the investigation.

Arrival at the Mine Site:

- The mine inspector will contact the complainant as soon as practical, but no later than 5 working days after the initial complaint is registered, to begin the complaint investigation.
- The mine inspector will review the complaint with the complainant and any additional information pertaining to the complaint will be recorded on the ***Complaint Investigation Form (DMM-104f)***.

DIVISION OF MINERAL MINING PROCEDURES MANUAL		PROCEDURE NO.	2.12.00
		ISSUE DATE	05/21/97
SUBJECT	Safety/Health/Reclamation Complaints	Section	Enforcement
		Last Revised	09/21/95

- Upon arrival at the mine site, the mine inspector will inform the operator or his agent in charge of the mining operation of the nature of the complaint and the intention to conduct an investigation.
- When investigating a safety complaint, the mine inspector will make effort to conduct the inspection so as not to divulge or direct attention to the complainant who will remain anonymous. This may require the inspection of a variety of equipment and areas other than those indicated in the original complaint.
- The mine inspector will determine the conditions in the inspected areas of the mine and issue the appropriate violations or orders when necessary.
- The mine inspector will document the findings of their investigations on the ***Complaint Investigation Form (DMM-104f)***.
- The mine inspector will distribute the Complaint Investigation Report, in the following order:
 - * the original with the complainant information will be submitted to the DMM office;
 - * the first copy will be sent to the operator or his agent at the affected mine site;
 - * the second copy will be placed in the mine inspector's field file for the affected mine site;
 - * the third copy will be hand delivered or mailed to the complainant, if name and mailing information have been provided by them; and
 - * the final copy will be mailed to the mine inspector supervisor in the weekly mailing of other inspection documents.
- The mine inspector will distribute any corresponding Inspection Reports and Notice/Order forms generated during the complaint investigation in accordance with *DMM Policy 2.7*.

Data Entry:

- The mine inspectors will enter any complaint data pertaining to actions taken on the Complaint Investigation in the Complaint Tracking screen (DMM.CMSS.01).
- The Permit Section Program Support Technician will file complaint investigation reports in the individual permit files. Safety complaint investigation reports containing confidential information, such as the complainants name, telephone number, or address, will be placed in a special confidential folder contained within the permit file.