

	<b>S TANDARD O PERATING P ROCEDURE</b>	<b>SOP Name:</b> Complaint Response and Tracking
City of Kingsport, TN	Stormwater Management	Stormwater

**1. Preparation**

- a. Have a system in place to receive phone calls and collect information regarding suspected illicit discharges.

**2. Process**

- a. Use the Incident Tracking Sheet to collect the appropriate information from the caller. Then, transfer the Incident Tracking Sheet to the proper authority (ie. department head, stormwater specialist, construction inspector, code enforcement officer, or other assigned personnel).
- b. Promptly investigate reported incident within 7 days.

**3. Response**

- a. Clean catch basin, clean storm drain, or initiate spill response, as applicable. Follow relevant SOPs.

**4. Documentation**

- a. File all completed forms (ie. incident tracking, catch basins cleaning, storm drain cleaning).
- b. Document any further action taken.
- c. Review incidents reported by citizens on an annual basis to evaluate the call-in inspection program.