

How to help us help you with your complaint...

When the Mineral Mining Team comes to investigate your complaint, the more information you can provide about the nature of your concerns, the better.

If your complaint is about **blasting**:

- Keep a record of the exact time and date of the blast(s).
- The Mineral Mining Team may suggest or you may request that ground vibration and air blast (noise) be measured with a seismograph at your residence.

If your complaint is about the **loss of your well water**:

- Please inspect your well and pump to insure the system is operating properly.
- Make your well accessible for water level measurements.
- Provide a copy of the well driller's log or other information about your well to the Mineral Mining Team or technical investigator at the time of the initial investigation or any subsequent technical investigation.

If your complaint is about **subsidence**:

- Make a record of the date damage occurred or was first noticed and what brought the damage to your attention.
- Make photographs of the damaged area if possible.



CITIZENS GUIDE TO COMPLAINT RESOLUTION

**Virginia Department of Energy
Mineral Mining Program
900 Natural Resources Drive, Suite 400
Charlottesville, Va. 22903
Phone: 434-996-5910**

Citizen Complaints or Requests for Inspections

If you believe that you or your property has been affected by an active or abandoned mineral mine operation, you may request an investigation of your complaint through the Mineral Mining Program. You also may request an inspection of an active mine site if you believe a condition, practice or violation exists at the operation which endangers public health and safety or may cause harm to the environment.

How do I File a Complaint or Request an Inspection?

You may call or write to us to file a confidential complaint. In the event of an emergency always contact 911.



Complaint Procedure

The following is a summary of the procedure used by the Mineral Mining Program when responding to a citizen complaint concerning an active or abandoned mineral mine.

1. The Mineral Mining Team will begin an immediate investigation of your complaint the same day that it is received. The initial investigation will be completed within 10 days.
2. The Mineral Mining Team will contact you to obtain additional information concerning your complaint and to arrange a site visit to your home or property. The Mineral Mining Team also will visit the mine site.
3. The Mineral Mining Team will keep you apprised of the investigation's progress and once it is completed, will fully explain the Mineral Mining's findings to you.
4. A copy of the complaint investigation form and report documenting the findings will be mailed to you within 15 days of the initial investigation.
5. The Mineral Mining Team will fully explain to you the findings of the technical investigation.

What if I do not agree with the findings?

If you do not agree with Mineral Mining's action regarding your complaint, you may request a review of the decision. If the informal review does not resolve the issue to your satisfaction, you also have the right to a formal review of Mineral Mining's findings.

A request for informal or formal review must be made in writing to:

**Director
Mineral Mining Program
900 Natural Resources Drive, Suite 400
Charlottesville, Va. 22903**

Your request must include a statement of how you have been or may be adversely affected by the decision, and why the decision should be reviewed.