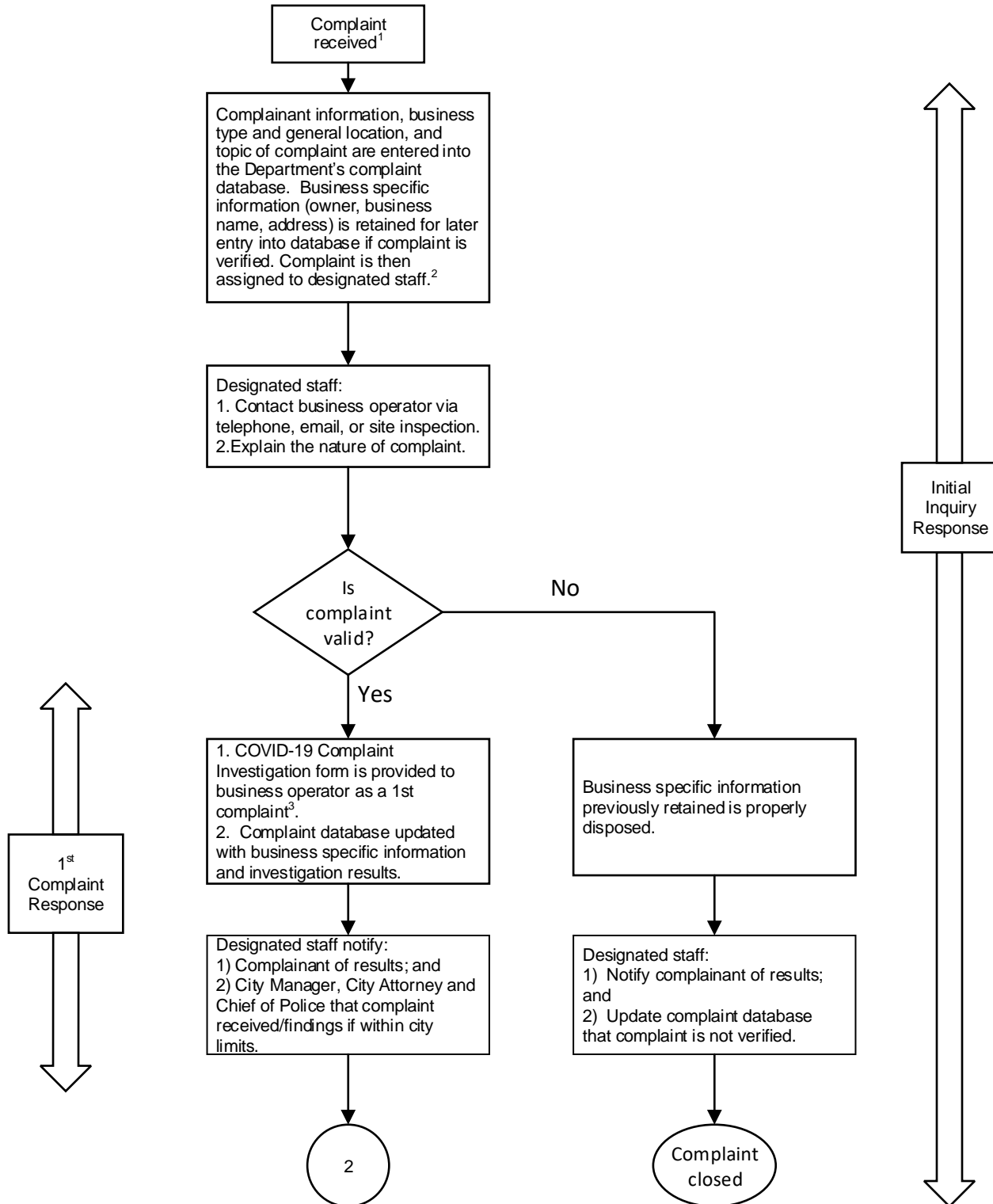
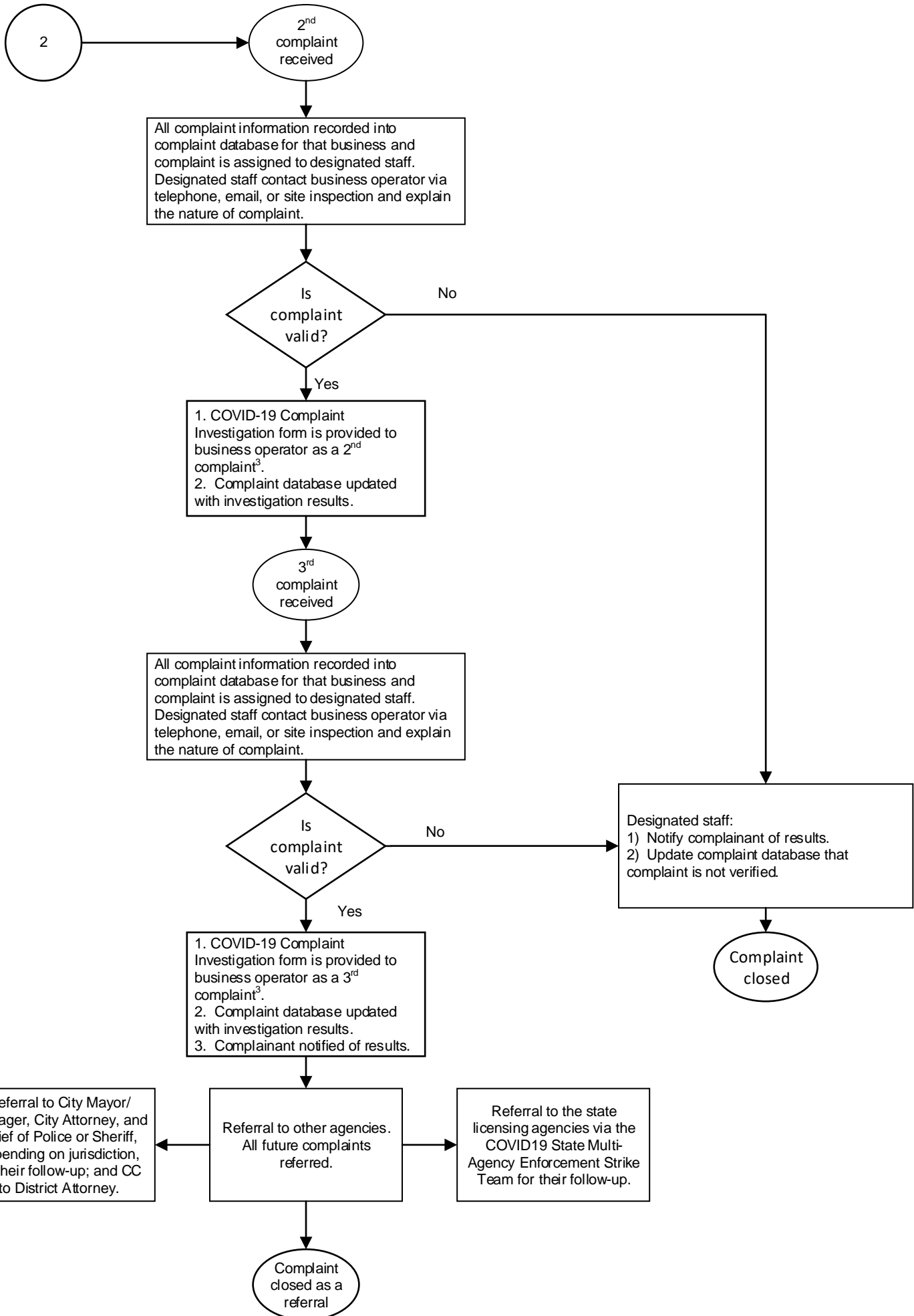




COVID-19 COMPLAINT INSPECTION & REFERRAL PROCESS





NOTES:

1. Complaints may be submitted to the Department through one of the following methods:
 - A) Telephone: The main telephone line for the Department is: 707-784-6765;
 - B) Email: Complaints, including pictures, can be submitted to CovidComplaints@solanocounty.com
 - C) Web based complaint form: A web based [COVID-19 complaint form](#) is available at www.solanocounty.com by clicking on "COVID-19 Reporting" listed under "Check out Solano". The complaint form can also be accessed directly by typing the following address into any web browser:
http://www.solanocounty.com/depts/rm/environmental_health/complaints/covid_complaint.asp.
All submission methods are staffed or monitored 8 am – 5 pm each business day (Monday through Friday).
Submissions made after hours or on holidays will be retrieved the next business day.
2. The goal of the Department is to investigate each complaint and notify complainants regarding the outcome within three business days of receipt of the complaint. Staff may contact the complainant to verify receipt of the complaint and/or to obtain additional information to facilitate complaint response.
3. The COVID-19 Complaint Investigation report left with the business details discrepancies from the state's Industry Guidance and provides web sites and contacts that may be useful for the business operator to obtain information regarding compliance with the state Industry Guidance criteria.