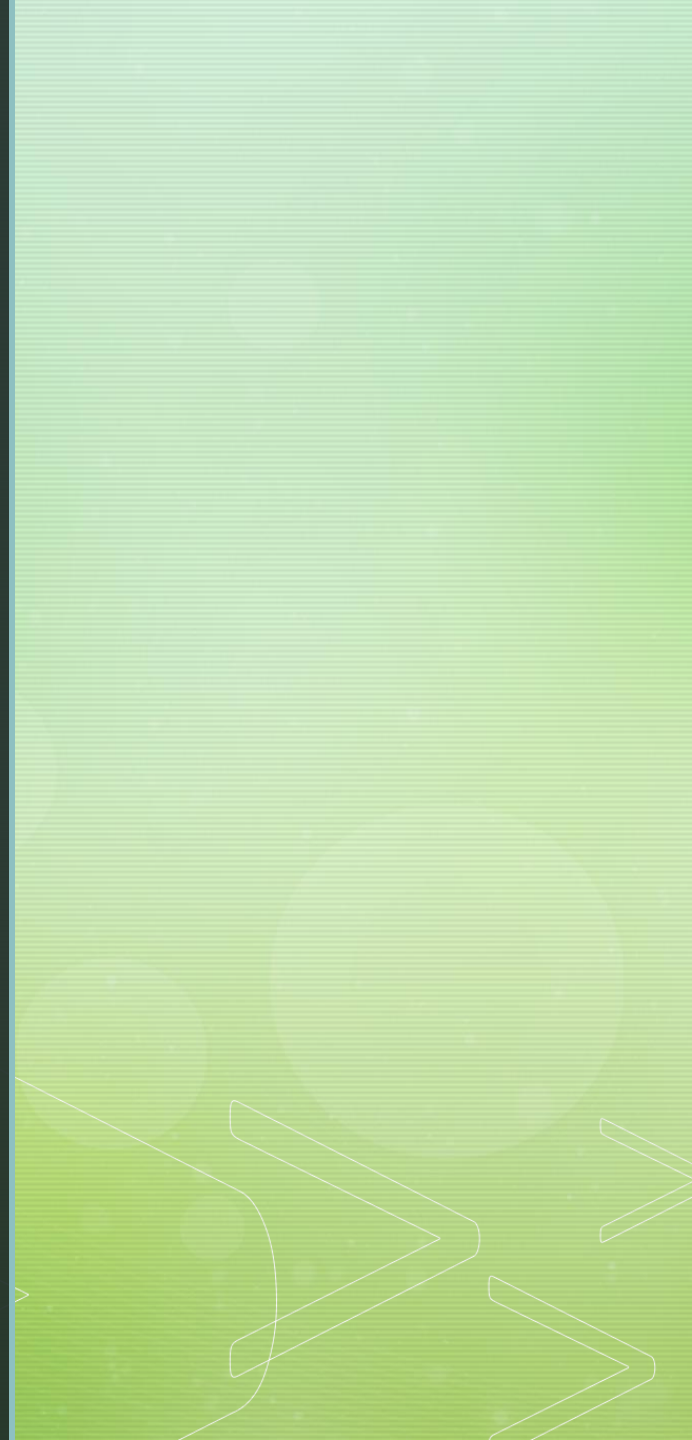


Wisconsin DNR Wetland & Waterways



# Complaint Intake

October 2021





WORKLOAD &  
VACANCIES

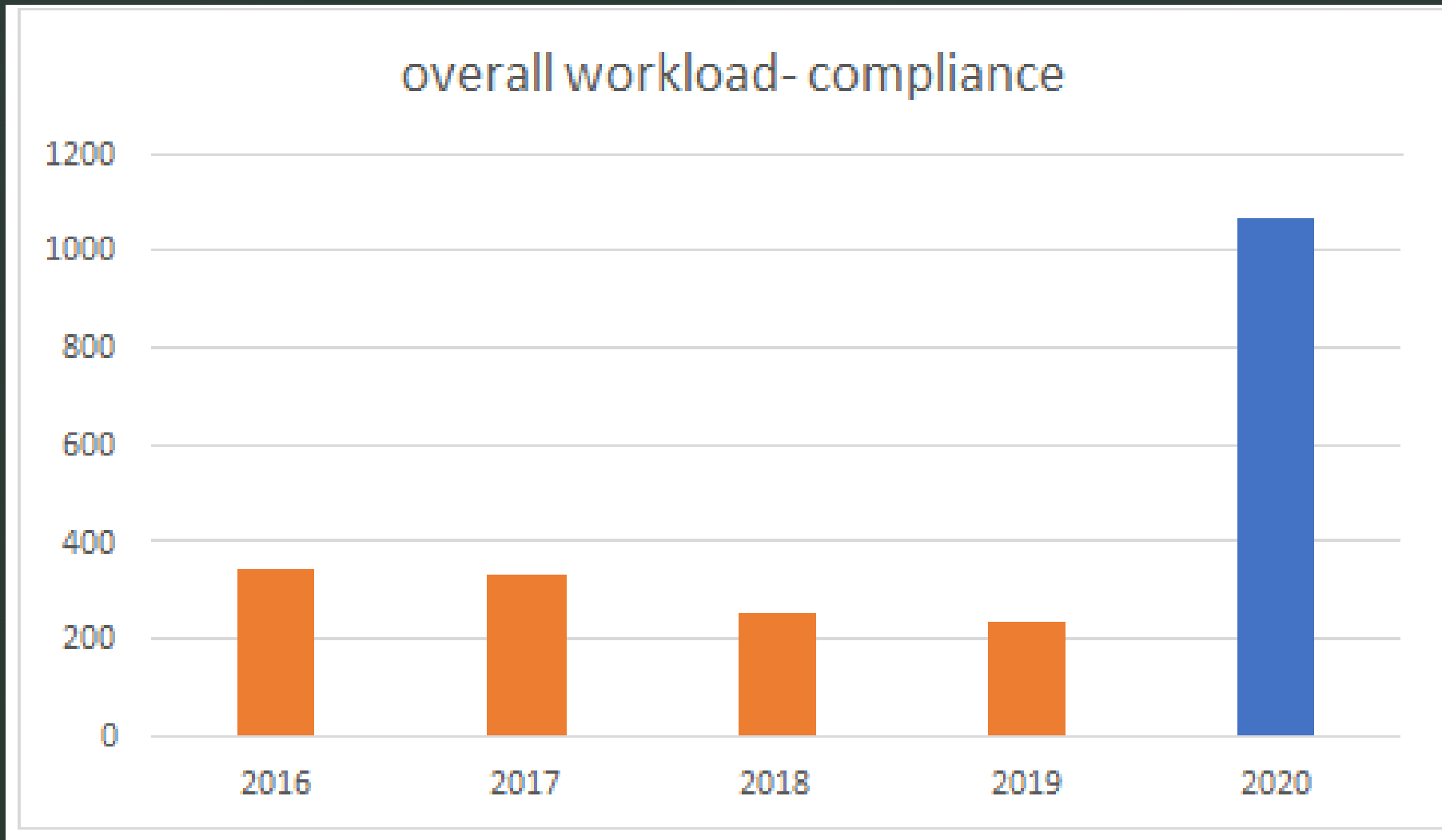


PROCESS  
INEFFICIENCIES



ENGAGEMENT  
PRINCIPLES

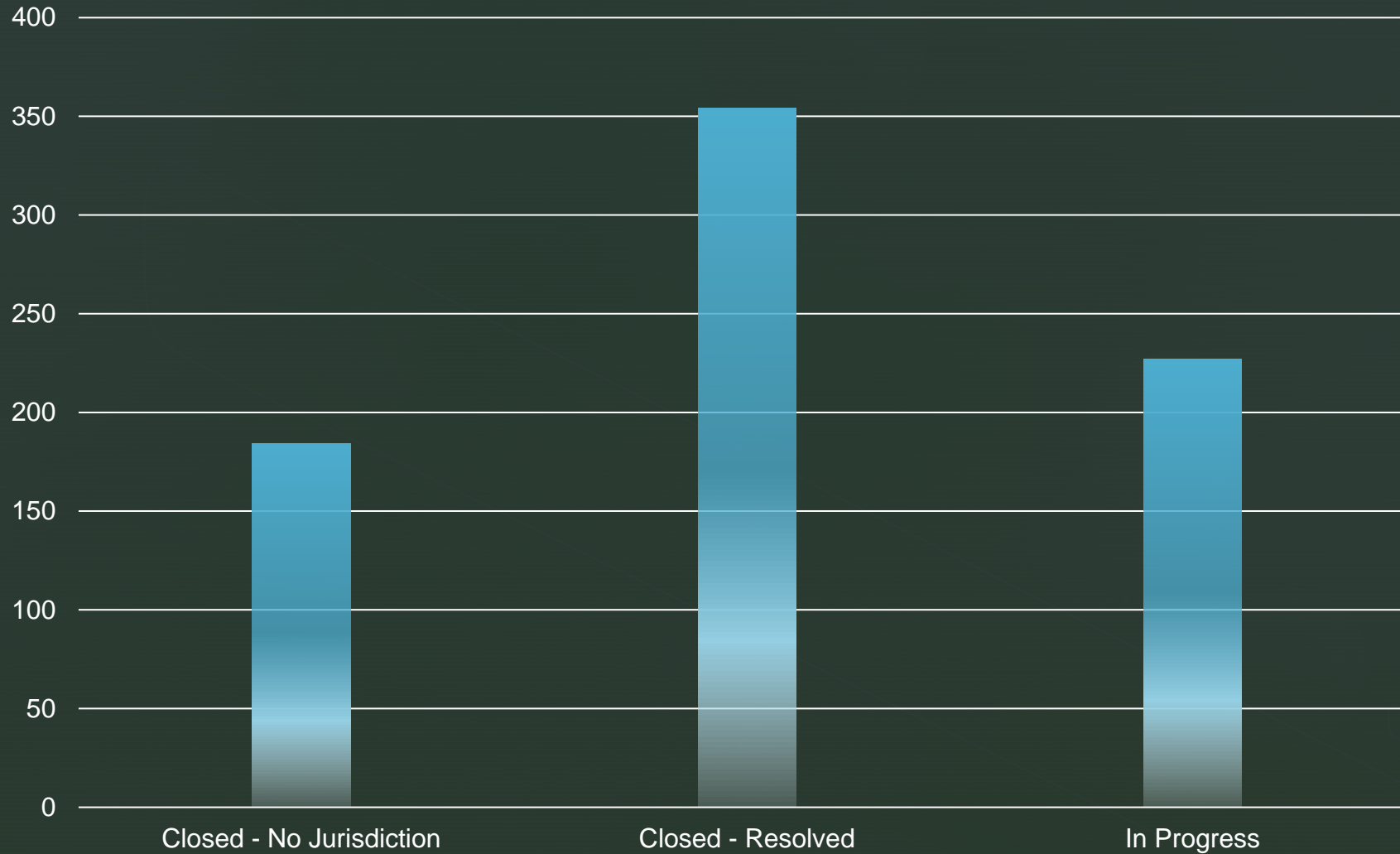
# Workload and Vacancies



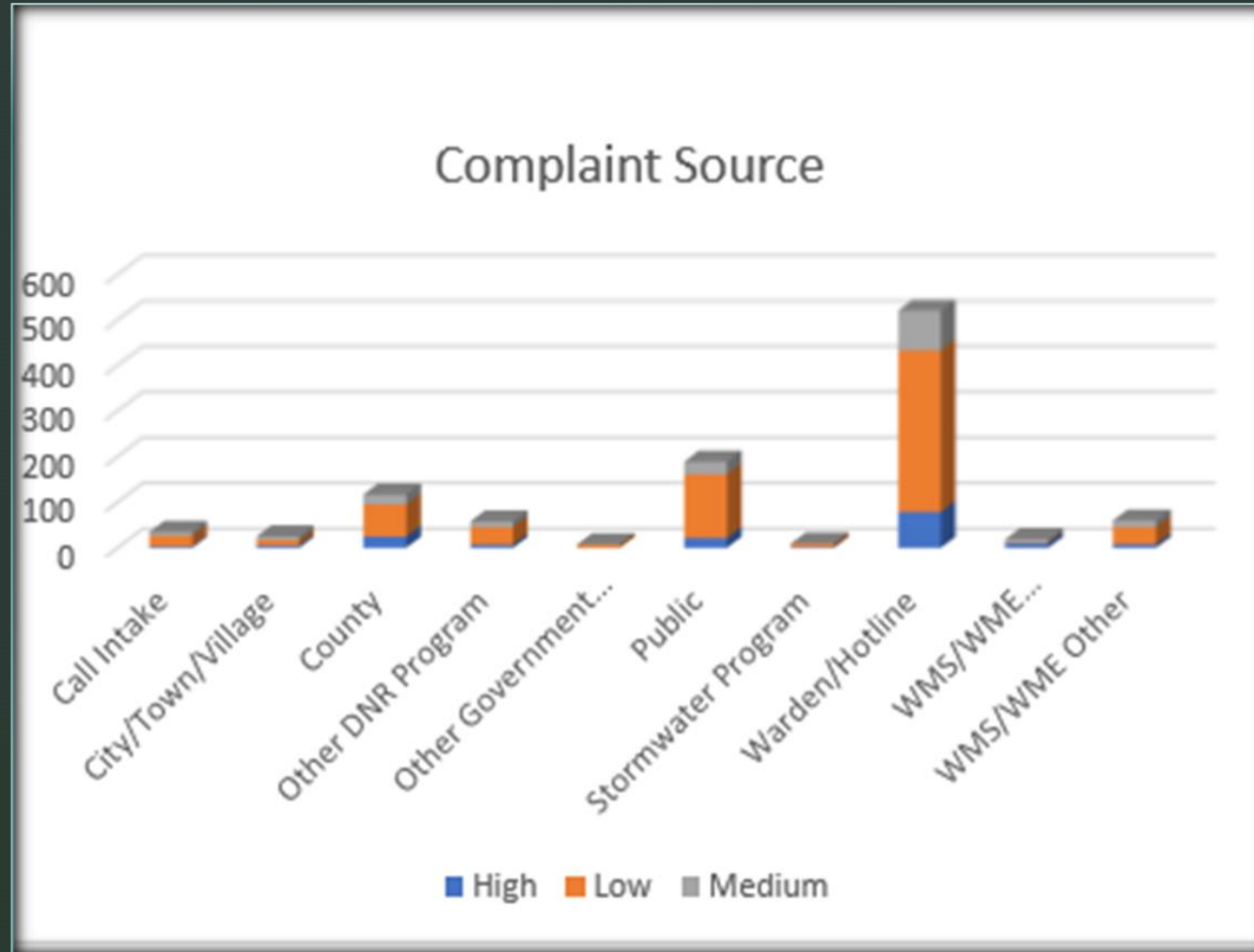
# Process Inefficiencies



2020



# Engagement Principles



Removes ambiguity for complainants on how and who to file complaints with (stability during vacancies & dynamic time in the program)

# Process

1. All waterway and wetlands complaints (statewide) are filed here:

<https://www.surveymonkey.com/r/WWcomplaint>

2. Complaint Intake staff:

- Determines jurisdiction & if we have jurisdiction, determines priority.
  - Threat to life/health/property & coastal emergencies will be assigned a WMS or WME (dam safety concerns).
  - Enters complaint in Complaint Tracker

3. Program staff check the complaint pool and reassign cases to themselves

# Complaint System

- 5 minutes survey
- Immediately sends complainant to the hotline or to the duty officer for dam emergencies
- Sets expectations & explains jurisdiction

## Wisconsin Department of Natural Resources Waterway and Wetland Complaint Submittal System

Thank you for using the Wisconsin DNR complaint submittal system. This system will help Wisconsin DNR evaluate potential waterway and wetland violations. Topics that this system should be used for include:

- Placing structures in a waterway or wetland (piers, marinas, boat houses, etc.)
- Removing material from a waterway or wetland
- Realigning a stream
- Withdrawing water from a waterway
- Filling in a waterway or wetland area

Please do not submit a complaint multiple times. The Wisconsin DNR receives approximately 1,200 waterway and wetland complaints per year. Complaints will be prioritized to ensure that life, health and safety and significant environmental concerns are addressed as soon as practicable.

Please be aware that topics outside the scope of this jurisdiction such as grading outside a waterway or wetland, zoning or other matters will not be responded to. If you have other unrelated topics (CAFO, stormwater, solid waste, aquatic plant management), please refer to the Wisconsin DNR hotline at 1-800-TIP-WDNR ).

1. Please describe the nature of your inquiry:

- I would like to report a complaint about a waterway or wetland activity/project.
- I have a general waterway or wetland regulation question.
- I have an emergency issue (spill, dam failure, etc.)



Next

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# Complaint System

- Directs complainant to the hotline if they want their identity to remain confidential

**Waterway and Wetland Complaint Submittal System**


2. Would you like your waterway or wetland concern to be confidential?

Yes

No

33%

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# Complaint Survey

- Required information:
  - Nature of Complaint
  - Detailed description of activity
  - Address/location & County
  - Complainant name and contact information

## Wisconsin Department of Natural Resources Waterway and Wetland Complaint Submittal System

\* 3. Please describe the nature of your complaint:

- Wetland fill
- Dredging
- Riprap or revetment
- Pier
- Lakebed fill
- Drain tile
- Culvert
- Obstruction to navigation on stream or river
- Dam
- Bridge
- Pond
- Other (please specify)

\* 4. Description: Include a detailed description of your concern.

# Complaint Intake Response to Complainants

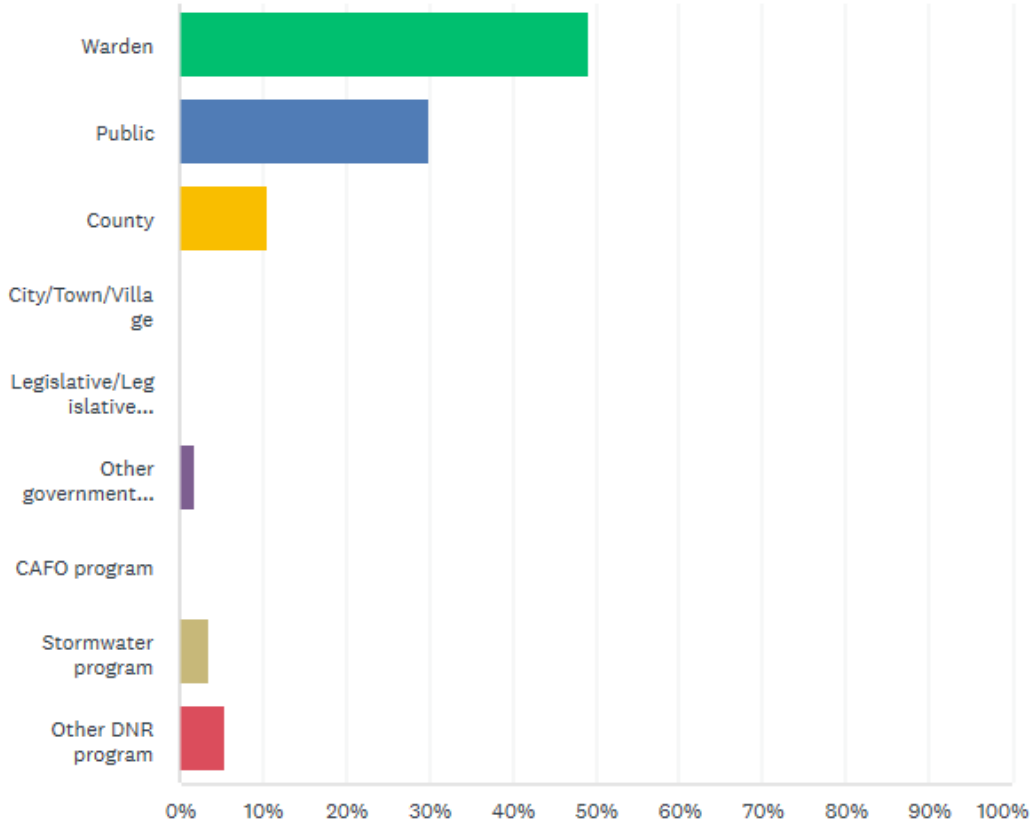
Email Responses for:

- Insufficient information
- No jurisdiction – refer to appropriate jurisdiction if known
- Complaint receipt confirmation and case #

# Complaint Intake Response to Complainants

Please identify which category or group best describes you:

Answered: 57 Skipped: 42



# Finally

- Questions?

Jenny Murphy – [jennifer.croonborgmurphy@wisconsin.gov](mailto:jennifer.croonborgmurphy@wisconsin.gov)

- Evolving – continuous improvement
- If you see room for improvement, don't hesitate to say something