

Complaint Form

Questions marked with an asterisk (*) are mandatory.

Complaints can be reported over the phone at (830)278-9255 or fax (830)591-9061 or mail to 66 Military Lane, Box 10, Uvalde, Texas 78801. Environmental Health Staff will respond to this form during office hours (8am to 5pm, Monday—Friday, excluding holidays). All information is confidential and is not given to the owner/property owner or any other third party. **This form is to be used only for non-emergency complaints. If this is an emergency, please contact your local police, fire department, or hospital by calling 9-1-1.**

Your name, phone number, email, and address are kept confidential. If this is a food illness complaint, please provide your contact information in order for our Staff to effectively respond to your complaint.

*Incident Date/Time: _____

Type of incident:

- _____ General food safety
- _____ Food illness
- _____ Water quality (river water, storm drain, sewage, etc.)
- _____ Hazardous waste (illegal dumping, storage, spills, etc.)
- _____ Public swimming pools
- _____ Substandard housing conditions
- _____ Other, please specify

Describe your complaint in detail (if applicable, include date(s) and time(s) of incident).

Name and address/location of business associated with complaint

Facility name: _____

Facility address or location: _____

Facility phone number: _____

Your contact information (optional and confidential)

I understand that lack of contact information can hinder the follow-up of my complaint and that my contact information is kept confidential.

Name: _____

Phone number: _____

Email: _____

Street address: _____

City: _____

Zip code: _____

***A word about confidentiality:** The Health Department accepts complaints from anonymous sources but an anonymous complaint will not receive follow-up information on the progress of an investigation. A complainant who is willing to provide their name and address or phone number can request to be informed about the course of enforcement actions but their identity will be included in the public record of the complaint, which is available for public review.