



## Puget Sound Clean Air Agency

1904 Third Avenue, Suite 105

Seattle, WA 98101-3317

phone 206-343-8800 / 1-800-552-3565 fax 206-343-7522

### Process for Registering a Wood Smoke Complaint

Complaints about wood smoke must be submitted in writing for the agency to act on them. Before submitting a complaint form, we encourage you to discuss your concerns with your neighbor personally. Most complaints are resolved just by sharing information.

#### To register a complaint about wood smoke:

**Step 1:** Complete the enclosed Complaint Form in full. We will not process anonymous wood smoke complaints. Return completed form to the address listed on the form:

**Please note:** Complaint forms and e-mailed complaints received by the agency are considered public record and, on request, will be made available to anyone who requests a copy, including the person alleged to be the source of the complaint.

**Step 2:** Upon receipt of your Complaint Form, the agency will send your neighbor a letter of complaint with a brochure about the health effects of wood smoke and their responsibilities under the state wood-burning laws. We will also request that your neighbor tell us in writing what they plan to do to address the complaint. You will receive a confirmation letter with a case number in the right hand corner. Please keep this for your records.

**Step 3:** If you continue to experience a problem with your neighbor's wood smoke, call us at 206.343.8800, ext. 6 or 800.552.3565, ext. 6. Provide us with the case number on your letter. One of our inspectors will contact you and your neighbor.

**Step 4:** If our inspector finds evidence that your neighbor is violating the state wood-burning laws, the agency will take enforcement action. If, however, we are unable to verify that your neighbor has violated the state wood-burning laws, we will close the case. We will inform you of any action we take.

Again, we urge you to first discuss your concerns about wood smoke with your neighbor personally.

#### If you have questions about this process, please contact:

Customer Service Representative

206.343.8800, ext. 6

800.552.3565, ext. 6 (western Washington only)

E-mail: [inspection@pscleanair.org](mailto:inspection@pscleanair.org).

**Reminder:** Complaints e-mailed to the agency are considered public record and, on request, will be made available to anyone who requests a copy, including the person alleged to be the source of the complaint.