

# Submitting an Air Quality Complaint



# MiEnviro Portal

**Non-emergency** air quality concerns and complaints can be submitted through the complaint form found at [Michigan.gov/Air](https://Michigan.gov/Air) or through [MiEnviro Portal](#).

## Report environmental emergencies to the Pollution Emergency Alerting System (PEAS) hotline at 800-292-4706

An environmental emergency is a sudden threat to public health or the well-being of the environment from the release or potential release of oil, radioactive materials, or hazardous chemicals into the air, land, or water.

This hotline is staffed 24 hours a day, 7 days a week.

## Submitting a Complaint in MiEnviro

From [mienviro.michigan.gov/ncore/external/home](https://mienviro.michigan.gov/ncore/external/home), click on **Submit Complaint of Pollution, Spills or Unauthorized Activities** as shown below in **Figure 1-1**.

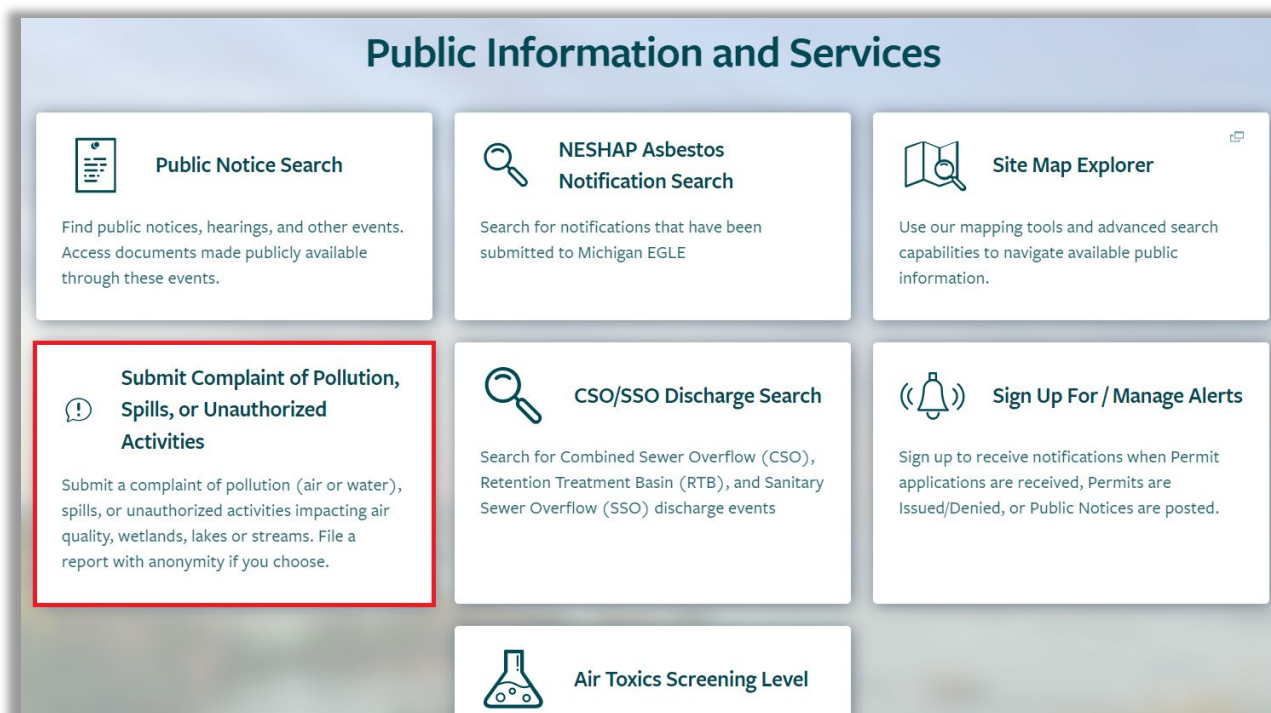


Figure 1-1 – MiEnviro Information and Services

MiEnviro Portal is utilized by multiple agencies in EGLE so ensure that you are selecting the correct complaint type. For a complaint regarding the air, click on **File an Air Quality Related Complaint** as shown in **Figure 1-2**. Then click on **Begin Form Entry** as shown in **Figure 1-3**.

Please choose a report type from the following options:

**Water Related Concerns**

For reporting spills, leaks, discharges, or observed impacts to surface waters such as:

- Discolored water
- Oil sheens
- Unusual amounts of dead fish

For reporting a general complaint regarding unauthorized activities in a wetland, lake, stream, sand dune, or Great Lakes coastal area. Unauthorized activities include:

- Dredging
- Filling
- Placement of a structure
- Any unauthorized use

**Air Quality Related Concerns**

For reporting a complaint or unauthorized activity related to concerns such as:

- Dust
- Odor
- Open Burning
- Smoke

Buttons shown in the form: [Report Spill/Incident/Pollution](#), [File a General Water Related Complaint](#), [File an Air Quality Related Complaint](#) (highlighted with a red border).

**Figure 1-2 – File an Air Quality Related Complaint**

**Air Quality Complaint Form**  
VERSION 59.0

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**INSTRUCTIONS**

Please submit your air quality related concern using the form below.

Concerns will be sent to the appropriate Michigan Department of Environment, Great Lakes, and Energy (EGLE) Air Quality Division district office for follow up based on the location of the issue and the nature of the concern. Concerns submitted through this system will be addressed during normal business hours from 8:00 A.M. to 5:00 P.M., Monday through Friday.

Additionally, you may contact the appropriate Air Quality Division district office, directly, which can be found on the link to the right.

**If your concern occurs outside of normal business hours or if this is a pollution emergency, please call the Pollution Emergency Alerting System (PEAS) at 1-800-292-4706.**

*Each page will have instructions regarding the information requested, required fields are noted with a red asterisk \*. Proceed through the form by clicking the "Next Step" button in the lower right corner of the screen. Continue to the last page and click the "Submit Form" button to file the form. Be sure to copy the file number indicated and keep for your reference should you wish to follow up on your complaint at a later date.*

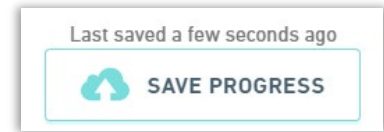
*To begin entry of data regarding your complaint or incident click on the "Begin Form Entry" button located to the left.*

[Begin Form Entry](#) (button highlighted with a red border)

Figure 1-3 – Begin Form Entry

## Completing the Complaint Form

The Air Quality Complaint Form consists of five sections. Complete each required field (marked by a red asterisk) in each section. Click **Next Section** at the bottom of each section to go to the next section in the form or click on name of the section on the left side of the screen. If you continuously work on the form, the system will save your work periodically. If you do not complete the form and submit it all in one sitting, click on **Save Progress** in the upper right corner before you exit the form.



### About Your Concern

Select an option from the drop down list by clicking on it. Search the drop down list options by typing in the search field or use the arrow up and arrow down to search the list. **See Figure 1-4.**

If you select the Asbestos option, the system will display a link to the Asbestos Complaint Form. Depending on the concern you select, the system will display additional questions.

 The screenshot shows the "Air Quality Complaint Form" interface. At the top left, it says "Air Quality Complaint Form" with a help icon, followed by "Submission HQ4-B2P3-ZYCWX", "Revision 1", and "Form Version 59.0". On the left is a vertical navigation menu with five items: "About Your Concern" (selected with a dark circle), "About the Location of the Concern", "About You", "Additional Information (Optional)", and "Review". Below these is "Certify & Submit". The main content area is titled "About Your Concern" and has a red header "What is the concern about?". Below this is a search bar with a magnifying glass icon, a red asterisk, and the text "Search... TYPE HERE TO SEARCH LIST OF OPTIONS" and a "CANCEL" button. A list of options is shown below the search bar: "Asbestos", "Dust", "Odor", "Open Burning", and "Smoke". To the right of the list is a vertical scrollbar and the text "CLICK THE UP OR DOWN ARROW TO SEARCH LIST". At the bottom of the form is a light blue button with a downward arrow icon and the text "NEXT SECTION About the Location of the Concern".

Figure 1-4 Select the Concern

In certain instances, the concern may be one that EGLE AQD does not have jurisdiction over and a list of agencies to contact is displayed. For example, if you have a concern about Dust and it is road dust the following message will be provided. **See Figure 1-5.**

CONCERN TYPE	GOVERNING AGENCY	CONTACT
Freon release	EPA Region 5	www.epa.gov/tips
Fuel discharge from aircraft	Federal Aviation Administration	Varies based on location within the state
Indoor Air Pollution: Residential	Michigan Department Human Health Services	Call 1-800-648-6942 or visit Michigan.gov/EnviroHealth
Indoor Air Pollution: Workplace	Michigan Occupational Health and Safety Administration	800-TO-MIOSH (800-866-4674) or visit Michigan.gov/MIOSHAComplaint
Mold	Michigan Department Human Health Services	1-517-335-9436 or visit Michigan.gov/Mold
Noise	Local Government	Contact your local government
Radon	Michigan Indoor Radon Program	National Safety Council Radon Hotline: 800-557-2366 or EGLE Radon Program: 800-723-6642 or visit Michigan.gov/Radon
Vehicles: fuel tampering	Michigan Department of Agriculture and Rural Development or US EPA	800-MDA-FUEL or 734-214-4200
Vehicles: emissions from exhaust	EPA Region 5	www.epa.gov/tips
Vehicles: idling	Local Government	Contact your local government
Worker Safety	Michigan Occupational Health and Safety Administration	800-TO-MIOSH (800-866-4674) or visit Michigan.gov/MIOSHAComplaint
Road dust	County Road Commission	Find your commission at MICountyRoads.org/about/find-a-county-road-agency/

Figure 1-5 Contact Information

### About the Location of the Concern

You must either enter the location of the concern on the map provided or manually enter the latitude, longitude, and the address of the location where the concern is taking place. To find a location on the map, enter the address in the **Search by name or address** field and select an address the system displays by clicking on it. This will place a pin on the map. Or use the + and - buttons on the right of the map to zoom in and out, click on the left button on your mouse and hold it down on the map to move the map around. Once you find the location on the map, click on the map to place a pin at the location of concern.

- The system will populate the latitude and longitude fields for you after the pin is on the map.
- If you don't place a pin on the map, manually enter the latitude and longitude and the address of the location.
- Enter the county where the concern is located in the County field below the Incident Address. Entering the county allows the complaint form to be routed to the correct district office to review your complaint.

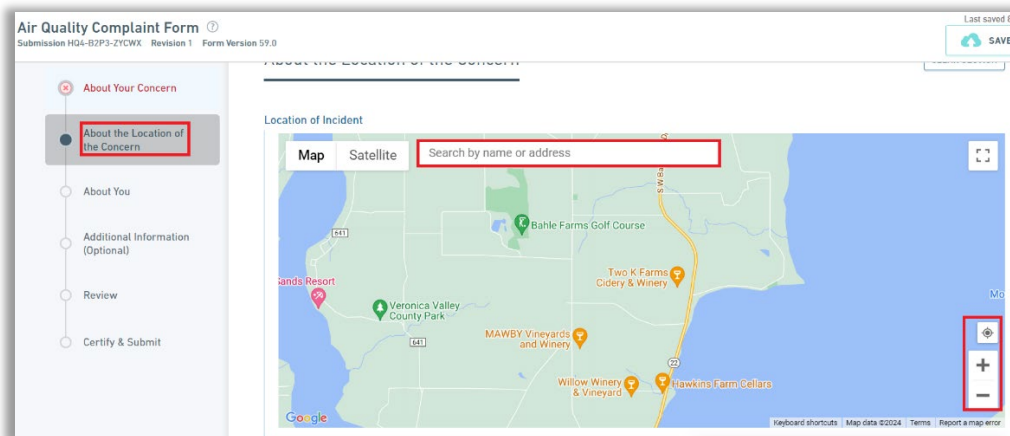


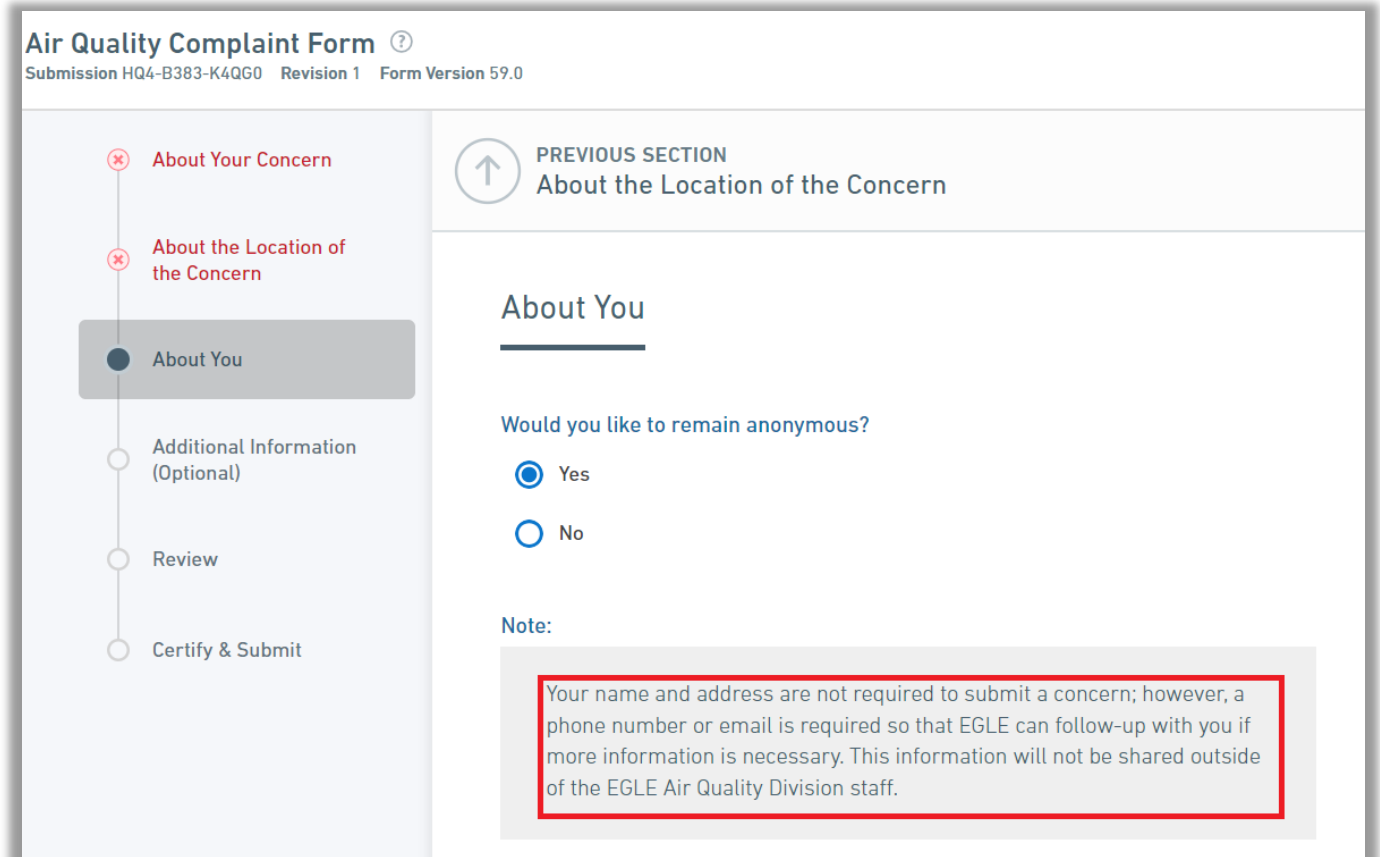
Figure 1-6 Location of concern map

Click on **Next Section About You** at the bottom or click on **About You** on the left to continue to the next section of the form.

## About You

Click Yes or No to the question **Would you like to remain anonymous?** EGLE will not share your information outside of EGLE AQD.

- **If you select Yes**, the system will not provide fields for you to enter your name or address. However, you must supply a phone number or an email to EGLE so staff can contact you in the even they need additional information.
- **If you select No**, the system will provide optional fields for you to provide your name and address. The system will also require both your phone number and your email address. See **Figure 1-7**.
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**Air Quality Complaint Form** ?  
Submission HQ4-B383-K4QG0 Revision 1 Form Version 59.0

PREVIOUS SECTION  
About the Location of the Concern

### About You

Would you like to remain anonymous?

Yes

No

Note:

Your name and address are not required to submit a concern; however, a phone number or email is required so that EGLE can follow-up with you if more information is necessary. This information will not be shared outside of the EGLE Air Quality Division staff.

**Figure 1-7 – About You**

After completing the required fields, click **Next Section Additional Information (Optional)** at the bottom of the screen.

## Additional Information (Optional)

This section provides you the ability to enter comments and attach pictures, documents or videos that contribute information about the concern. You can click, drag and drop documents into the attachment box, or click Choose File and select the document you want to upload. See Figure 1- 8. Adding comments or documents is not required. If you do not add any comments or after you finish this section, Click **Next Section Review**.

Additional Information (Optional)

Comments:

If you would like to attach any files, please upload them here:

*You can submit images, documents, and videos here (3 only?)*

*Please be aware that files exceeding 500 MB in size are not allowed*

Drop files here to upload

OR

CHOOSE FILE

Figure 1-8 Comments and Attachments

## Review

This section provides you the opportunity to review everything you entered and make any corrections before submitting the form. If you need to make any changes to any of the sections, click on the section name on the left. If you make any changes, you'll need to click the Review section again before submitting.

## Certify & Submit

Each section of the form must be completed before you can submit it. If all the required fields are completed each section title on the left will have a check mark. If there is missing information, the section title will have an "x" instead of the check mark. Click **Finalize Submission Submit Form**. See Figure 1-9.

Figure 1-9 Submit Form

After you’ve successfully submitted the form, the system will display a window with a **Print Confirmation** button. Click the button to print the submission name and ID. This does not print a copy of the form you completed. To close the window and exit the form, click on **Return to MiEnviro Portal Home**. See Figure 1-10.

Figure 1-10 Return to MiEnviro Portal Home

The submitted form will be routed to the district in the county where the location of concern is located. The [AQD district staff](#) will investigate your complaint and contact you if they have any questions.

EGLE does not discriminate on the basis of race, sex, religion, age, national origin, color, marital status, disability, political beliefs, height, weight, genetic information, or sexual orientation in the administration of any of its programs or activities, and prohibits intimidation and retaliation, as required by applicable laws and regulations.

To request this material in an alternate format, contact [EGLE-Accessibility@Michigan.gov](mailto:EGLE-Accessibility@Michigan.gov) or 800-662-9278.