

CALEPA COMPLAINT SYSTEM

EXTERNAL AGENCY USERS – SUBMITTING FINDINGS

There are 2 options to “SUBMIT FINDINGS” for complaint referrals that External Agencies receive from State/BDO Agencies.

OPTION 1: SUBMIT FINDINGS WITHOUT LOGGING INTO THE PORTAL

Go to the **Complaint External Partner Portal Login Page**, but do not login!

<https://calepacomplaints.secure.force.com/ExternalPartnerPortal>

On the right side of the screen, see section titled “Provide Findings Without Logging In.”

Complaint External Partner Portal

The Complaints External Partner Portal gives you access to view the complaints that CalEPA has referred to your agency and provide findings for those complaints.

The screenshot shows two forms side-by-side. The left form is titled 'Sign In' and has fields for 'Email address' and 'Password', with a 'Submit' button and a link for 'Reset Password or Request Access'. The right form is titled 'Provide Findings Without Logging In' and is highlighted with a red border. It has fields for 'Please Enter the Complaint Number' (with a placeholder 'COMP-####') and 'Please Enter the Complaint Id (You will find this information in the referral email.)', with a 'Submit' button.

Enter the **COMP #** and the **Complaint ID**.

NOTE: The Complaint ID can only be found in the referral email your agency received from the State Agency. See screenshot example below:

Complaint Number: COMP-51598

Complaint Id: a0gt0000002Ey6EAAS

If asked, “**SELECT YOUR AGENCY/DEPARTMENT**” from the drop-down menu and click **SUBMIT**.

NOTE: This is typically required for complaints that were referred to more than one local agency.

The screenshot shows a dropdown menu with the text 'Please Select Your Agency/Department' and a 'Submit' button.

Complete the “**FINDINGS FORM**” and click on “**SAVE.**”

Complaint External Partner Portal

Findings Form for COMP-08749 [View Complaint Details](#)

CalEPA has referred the above complaint to your agency for review and investigation, as your agency deems appropriate. Once you have completed the investigation, determined that your agency will not or cannot investigate, or referred to another agency for investigation, please complete the findings form fields below. The information you enter in this form is not automatically shared with complainants. However, we typically provide them your agency’s contact information so that they can receive additional information from you about your investigation.

Hasti Javid, CalEPA Complaint System Lead

Hasti.Javid@calepa.ca.gov

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OPTION 2: LOGIN TO THE COMPLAINT EXTERNAL PARTNER PORTAL

NOTE: If you don't currently have access to the portal, click on **REQUEST ACCESS**

Login to your user account: <https://calepacomplaints.secure.force.com/ExternalPartnerPortal>

Complaint External Partner Portal

The Complaints External Partner Portal gives you access to view the complaints that CalEPA has referred to your agency and provide findings for those complaints.

Sign In

* Email address

* Password

[Reset Password](#) or [Request Access](#)

Provide Findings Without Logging In

* Please Enter the Complaint Number

* Please Enter the Complaint Id (You will find this information in the referral email.)

After you've successfully logged in, go to the **"REFERRALS"** list (depicted below).

- "Awaiting Findings" = Open Complaint Referral
- "Findings Received" = Closed Complaint Referral

Find the COMP # you want to submit findings for and click on **SUBMIT FINDINGS**.

NOTE: You can filter the **"REFERRALS"** by selecting the drop-down arrow next to **"SHOW."**

Referral Date	Complaint	Status	
09/20/2017	COMP-26147	Findings Received	Submit Findings
06/14/2016	COMP-08358	Findings Received	Submit Findings
06/14/2016	COMP-08749	Awaiting Findings	Submit Findings
08/11/2016	COMP-08846	Awaiting Findings	Submit Findings
08/15/2016	COMP-10208	Findings Received	Submit Findings

Referrals

Show All Referrals

Complete the **"FINDINGS FORM"** and click **"SAVE."**

Q: What happens after the External Agency User submits findings for a complaint referral?

A: The State/BDO Agency that referred the complaint to the External Agency is required to review the findings report and, assuming there are no further questions or concerns, the State/BDO Agency User will change the status of the Complaint Assignment from **"REFERRED"** to **"CLOSED."**

Q: What happens if the State/BDO Agency User submits findings on behalf of the External Agency?

A: If a State/BDO Agency User submits findings for the External Agency, the State/BDO Agency User must update the status of the complaint referral from **"AWAITING FINDINGS"** to **"FINDINGS RECEIVED"** in addition to updating the status of the Complaint Assignment from **"REFERRED"** to **"CLOSED."**

Hasti Javid, CalEPA Complaint System Lead

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