

Let's Work Together to Control Pollution

Reporting possible pollution issues is everyone's responsibility. Your local government wants to educate as many citizens as possible about how to report anything that you think is polluting land, air, or water. When in doubt contact DEQ - Department of Environmental Quality by either:

1. Filling out an "Online Complaint Format" <https://www.deq.state.or.us/complaints>

OR

2. Calling in a report by dialing: 1-888-997-7888

Report pollution problems by telephone to DEQ anything, day or night. Please leave a detailed message, including your name and phone number. DEQ staff will return your call during regular complaint intake hours within two hours of receiving your call. DEQ's complaint intake hours are 8 a.m. to 4 p.m. Monday through Friday.

You may request that your personal information be kept confidential. If you can't leave a message, please call DEQ's Main Reception during business hours at 503-229-5696.

Oil Spills and Other Emergencies: Please report oil spills and releases of other hazardous materials to the Oregon Emergency Response System at 1-800-452-0311. If you need immediate medical attention, call 911.

When making your complaint

To ensure a prompt response to your complaint, please be ready with as much of the following information at possible:

- What is the problem?
- Where is the problem?
- What kind of material is involved?
- How much is there?
- Who is responsible for the material?

We realize that some situations are ongoing and may change quickly. If you have additional information to report after you have filed a complaint, please hold it to provide to the inspector when you are contacted. DEQ can only log one complaint per day per person for an ongoing situation. Emergencies should be directed to the Oregon Emergency Response System, listed above.

Noise Complaints

DEQ does not handle noise complaints. Please contact the Linn County Sheriff's Department at 541-967-3950 or **911 if you have an emergency.**

Odor Complaints

To file a complaint about odor, please use DEQ's online complaint system:

[File an Odor Complaint](#)

Nuisance odor strategy

State laws prohibit businesses from emitting odors which cause a nuisance. DEQ is responsible for implementing those laws. To help us in that effort, DEQ has developed a strategy for responding to odor complaints.

The strategy emphasizes early odor detection, voluntary cooperation and the rapid resolution of nuisance conditions related to odors. The Nuisance Odor Strategy Report describes the strategy.

- [Nuisance Odor Report](#)
- [Summary of Nuisance Odor Report Changes](#)
- [Nuisance Odor Fact Sheet](#)

For more information about the Nuisance Odor Program, contact [Bryan Smith](#) 503-229-5376.